Tourism Hospitality Recreation 1984-86

85-0652/

Business Resources
Tourism/Hospitality/Recreation
1984-86

Tourism Canada
4E - 235 Queen Street
Ottawa, Ontario
K1A 0H6

Publié également en français

c Minister of Supply and Services Canada 1982

Cat. No. C86-19/2-1983E

ISBN 0-662-11904-5

Foreword

One of my prime objectives as Minister of State for Small Business and Tourism is to further the growth and development of tourism in Canada. In pursuit of this objective, Tourism Canada is playing an active role in co-ordinating federal, provincial, territorial, and private-sector activities bearing on tourism.

With the tourism and hospitality industry growing at an increasing rate over the past several years, there was a definite need to capture, in one publication, all on-going business development and improvement programs and services pertaining to the industry, for distribution to businessmen, owners, operators and management who wish to expand and/or to improve their professional service standards, or who are planning to set up new businesses. By producing "Business Resources: Tourism/Hospitality/Recreation," a giant step has been taken towards achieving this goal. Designed as a quick reference guide, this resource manual lists what is available and how it may be obtained.

As this document is a product of co-operation by many people at the federal, provincial and territorial levels of government, trade and professional organizations, educational institutions and others, I wish to express my great appreciation for their efforts in helping to make it as comprehensive as possible.

David P. Smith
Minister of State
(Small Business and Tourism)

Introduction

The first edition of this manual, "Resources for Tourism/Hospitality/Recreation," was published four years ago. It was so enthusiastically received by the industry, educators and government agencies that the Tourism and Hospitality Resource Inventory Centre for Education (THRICE) has had no trouble in convincing the publisher, Tourism Canada, to continue its publication.

For the 1981-83 edition, the contents of the first manual were reorganized and expanded into two separate manuals: "Training Resources: Tourism/Hospitality/ Recreation" and "Business Resources: Tourism/ Hospitality/Recreation." Since the 1981 edition was so successful, the 1984-86 edition has followed in the same tradition.

The "Business Resources" manual lists publications, programs and services available to assist owners, operators and management who wish to expand or improve their service standards, or anyone starting a new business. The "Training Resources" manual assists educators, career counsellors, business people and individuals interested in industry training and up-grading.

Splitting the book in two was just one of the suggestions made by the Co-ordinating Committee for THRICE under the chairmanship of the Canadian Restaurant and Foodservices Association. This group of industry members has also sought better ways to get these manuals into the hands of the working industry.

Many of the committee's recommendations, and some ideas from THRICE itself, have been considered and integrated into this edition. New listings and contacts have been designed to be more useful to tourism owners, managers and their staffs.

The "Business Resources" manual concentrates its efforts on providing entrepreneurs, investors, consultants and planners with business-oriented information. This incorporates much of the information contained in the now defunct "Federal Government Programs Relevant to Tourism Development." Information on business development and improvement has been identified and contacts and address location improved. Part of the original section 1, "Professional Training and Upgrading," has been expanded to include on-going management-staff improvement seminars, courses and workshops, and forms a part of section 3.

Every effort has been made to ensure that the contents of this manual are as complete and accurate as possible. The editors have been heartened by the response of many contributors. Yet, with the industry growing and changing so rapidly, there may be a few errors or omissions; if so, apologies are extended.

In the first three sections of this manual, an identification number is given with each listing. By using this number, the corresponding contact address may be found in Section 4.

If the reader finds this manual useful in coping with the changes in technology, planning, management techniques or training in the ever-changing world of tourism, then the editors will have been well rewarded.

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ACKNOWLEDGEMENTS

Great appreciation is expressed to the many correspondents who helped with this reference manual. They include business owners and managers, federal and provincial government officials, course directors and teachers and others too numerous to mention. Gratitude is particularly expressed to the Canadian Tourism/Hospitality Advisory Council on Human Resources and the many business and professional associations, provincial and territorial industry advisory committees that form it, for the encouragement and support given to the preparation and publication of this work.

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MORE ABOUT THRICE

The information contained in this manual is drawn from the Tourism and Hospitality Resource Inventory Centre for Education (THRICE), a library of materials dealing with all aspects of industry, labour and training. The inventory centre is a two-stage information and storage retrieval system using computer and manual techniques and the facilities located in Tourism Canada's Reference and Data Centre (TRDC). Information and research assistance is available, free of charge, to industry, educators, guidance counsellors and trade and professional organizations.

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RELATED THRICE PUBLICATIONS

"Careers Guide to the Tourism/Hospitality/Recreation Industry"

A catalogue to assist counsellors, students, employers and placement officers with career planning for the tourism, hospitality and recreation industry.

"Directory of Courses, Tourism/Hospitality/Recreation"

A comprehensive listing of post-secondary training programs in tourism, hospitality and recreation available across Canada.

"Training Resources, Tourism/Hospitality/Recreation"

The "Training Resources" manual lists relevant publications, programs and services available through governments, trade and professional organizations to assist educators, career counsellors and individuals interested in training and upgrading in the tourism, hospitality and recreation industry.

For more information on both the publications and services of THRICE, please write to:

THRICE
Manpower Education and Training Sector
Tourism Canada
4E - 235 Queen Street
Ottawa, Ontario
K1A 0H6

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NOTE: The information and addresses quoted in this publication are those current at the time of compilation, spring 1983, and are subject to change.

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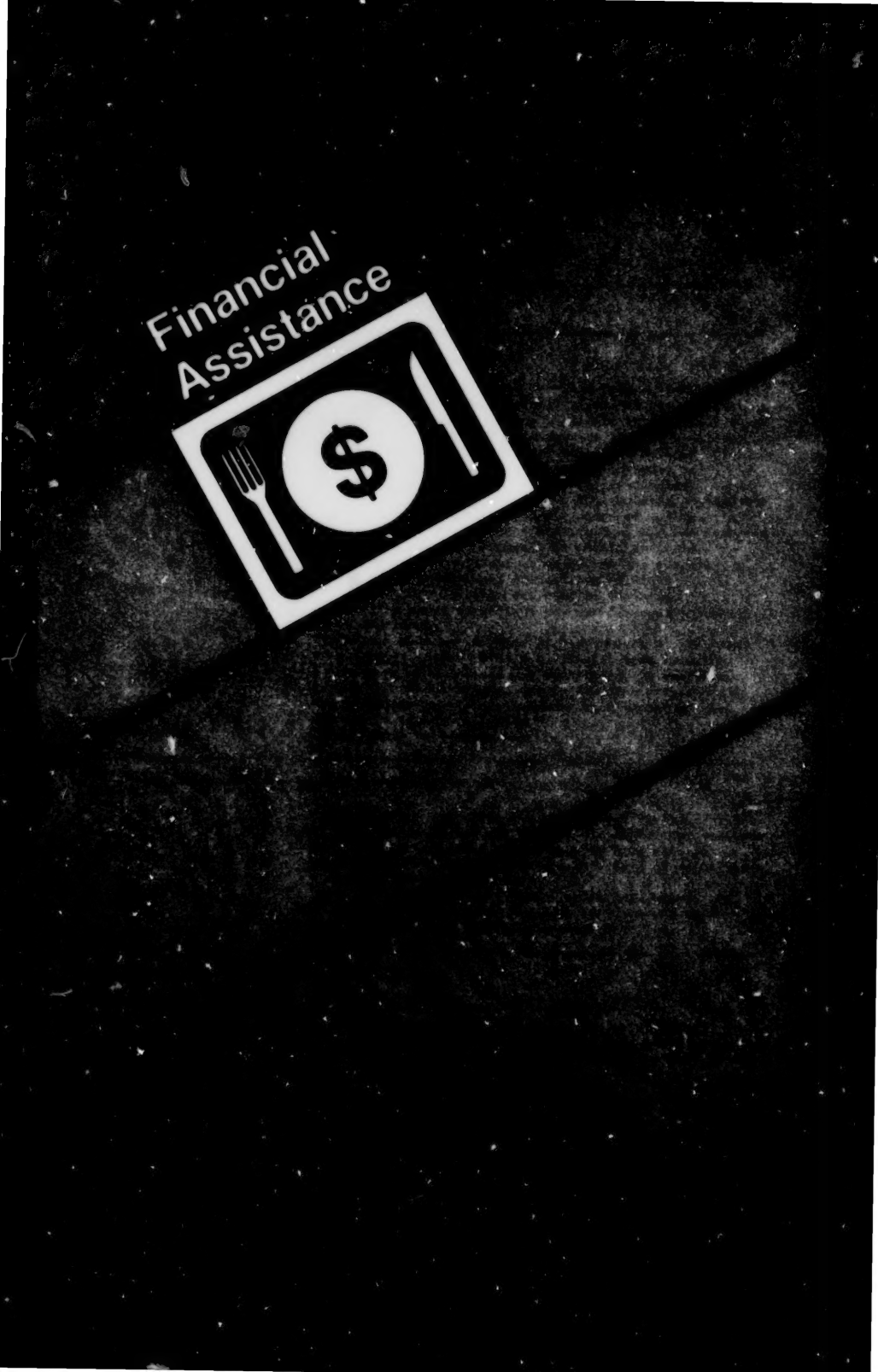
Financial
Assistance
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Business Improvement

FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES (G)

Canada Employment and Immigration Commission (G-4)

Program:	Canada Manpower Industrial Training Program (CMITP)
Purpose:	In consultation with individual provinces, to provide financial assistance to help employers to fill positions for which skilled, qualified workers are not available; to retrain employees who might otherwise be laid off because of technological or economic changes; to participate in support of industrial development strategies in various regions of the country; to fill new job vacancies resulting from expansion of a company's operations; to provide jobs and training for special-need workers who find it difficult to obtain and hold permanent employment; and to encourage the training of women in non-traditional occupations (WINTO).
Eligibility:	Employers: any Canadian employer or employer association whose operations are not financed primarily by public funds; Trainees: must be employed by the company at the time of training, must be likely to benefit from both the training and the related job experience, be one year beyond the school-leaving age in the province in which the training takes place; and not be a member of the employer's immediate family.
Contact:	Local Canada Employment Centres.

Canada Employment and Immigration Commission (G-4)

Program:	New Employment Expansion and Development Program (NEED)
Purpose:	To help Canadians who are hardest hit by current economic conditions. Employers may be able to hire skilled workers to make improvements and undertake projects which will increase productivity.
Eligibility:	There is no limit on the number of workers hired, but, they must be unemployed, Canadian citizens who have exhausted all unemployment insurance benefits.

Canada Federal Business Development Bank

Program:	Financial Services Program
Purpose:	To extend financial assistance to new or existing businesses of almost every type in Canada that do not have other sources of financing available to them on reasonable terms or conditions.
Form of Assistance:	Varies
Eligibility:	Funds not available elsewhere on reasonable terms and conditions
Contact:	Regional or Branch Offices of the Federal Business Development Bank (G-5) across Canada.

FINANCIAL ASSISTANCE

Canada Department of Fisheries and Oceans

Program:	Marina Policy Assistance Program
Purpose:	To encourage the development of additional public facilities for recreational boaters and, in particular, those who might be classed as tourists.
Eligibility:	Any company, agency, or municipality wishing to establish onshore facilities which may include wharves, launching ramps, roads, fuel, fresh water, electricity and telephone service, living and eating accommodation, boat repair shops, etc.

Canada Department of Fisheries and Oceans

Program:	Tourist Wharf Program
Purpose:	To provide wharves and/or launching ramps in areas that have tourism potential or in which tourism is an established industry.
Form of Assistance:	By cash grants to developers. Construction will be performed by the Federal Government to a maximum construction value of $15,000.
Eligibility:	Varies
Contact:	Small Craft Harbours Directorate, Department of Fisheries and Oceans (G-6)

Canada Department of Indian and Northern Affairs

Program:	Commercial Recreation Programs
Purpose:	To provide incentives to new or expanded business enterprises that will result in economic benefit to Indian people.
Form of Assistance:	Grants, loans, loan guarantees
Eligibility:	Primarily Indian entrepreneurs; proposals from non-Indians will be reviewed provided they foster the involvement of the Indian people and meet the wishes of the local Band Council.
Contact:	Economic Development Operations Branch, Department of Indian and Northern Affairs (G-7)

Canada Department of Indian and Northern Affairs

Program:	Indian Economic Development Program
Purpose:	To help the Indian population establish economic development enterprises through the provision of financial and business management services.
Form of Assistance:	Financial grants, contributions, loans, loan guarantees
Eligibility:	Indian entrepreneurs; proposals from non-Indians will be reviewed provided they foster the involvement of, and benefit the Indian people
Contact:	Economic Development Operations Branch, Department of Indian and Northern Affairs (G-7)

Canada Metric Commission

Program:	Workers' Tools Program
Purpose:	To provide financial assistance to workers who are required to buy their own tools and who require metric-sized tools.
Form of Assistance:	Grant or refund, upon application, to eligible applicants
Eligibility:	Workers who must provide their own tools
Contact:	Manager, Metric Commission (G-15)

Canada Department of Regional Industrial Expansion (G-9)

Program:	Small Business Loans Act
Purpose:	To assist proprietors of new and existing small business enterprises to obtain term credit for a wide range of business improvement purposes.
Form of Assistance:	Loan guarantees
Eligibility:	Varies
Contact:	Manager of any Branch of a Canadian Chartered Bank or other lender designated by the Minister of Finance for the purpose of this Act or by the manager, Small Business Loans Administration, Department of Industry, Trade and Commerce

PROVINCIAL DEPARTMENTS/GOVERNMENT AGENCIES (GP)

Alberta Opportunity Company(GP-1)

Program:	Loans Program
Purpose:	To provide financial assistance in the form of loans or guarantees of loans, which are repayable with interest, to help develop Alberta businesses.
Form of Assistance:	Loans and loan guarantees, business management and management consulting
Eligibility:	Residents of Alberta
Contact:	Alberta Opportunity Company

British Columbia Ministry of Industry and Small Business Development (GP-4)

Program:	Business Information Advisory Service and Management Assistance Program
Purpose:	To improve the health of the small business sector of the community by providing assistance to managers of small businesses in studying, analyzing and diagnosing business problems and recommending solutions. In addition the program assists the owner/manager in preparing and submitting financial proposals and applications for assistance under the various aid programs available from all sources.
Form of Assistance:	Cost sharing of trade shows, market investigations, feasibility studies and provision of advice and information
Eligibility:	All types of tourism enterprises
Contact:	Ministry of Industry and Small Business Development

Manitoba Department of Economic Development and Tourism

Program:	Communities Economic Development Fund
Purpose:	To help communities to obtain required service and tourist facilities by providing financial assistance and management counselling to existing or new businesses, and by providing advice on entrepreneurial leadership to people lacking satisfactory source of funding and management guidance.
Form of Assistance:	Loans and loan guarantees for land and buildings
Eligibility:	Small locally-owned businesses engaged in tourism
Contact:	The General Manager, Manitoba Communities Economic Development Fund (GP-8)

PROVINCIAL DEPARTMENTS/GOVERNMENT AGENCIES (GP)

Newfoundland and Labrador Development Corporation Ltd. (GP-12)

Program:	Management Advisory Services
Purpose:	To promote the growth and competitive status of small- and medium-sized businesses in the province. Services range from ad hoc advice on specific problems posed by small businessmen to comprehensive plan studies covering various aspects of finance, production and marketing, and are available throughout the province to businesses normally unable to afford the services of business- or management-consulting firms.
Form of Assistance:	Funding and advisory services
Eligibility:	Varies
Contact:	Newfoundland and Labrador Development Corporation

Nova Scotia Department of Development

Program:	Task Force Industry Program
Purpose:	The program is intended to create new incremental jobs in the private sector through immediate assistance to businesses able and willing to expand their work force.
Form of Assistance:	Cost sharing of employee wages which may continue for up to 16 weeks
Eligibility:	Three categories of employers are eligible: (1) manufacturers, processors and selected services; (2) service industries; and (3) tourist related operations

Nova Scotia Department of Development

Program:	Program for the Disabled
Purpose:	To provide a vehicle which will create stimulus for the public sectors to establish employment opportunities for the disabled.
Form of Assistance:	Wage subsidy to approved employees for a maximum of 25 weeks
Eligibility:	The program is available to provincial and municipal governments, non-profit organizations, as well as the private sector. Positions applied for must be incremental and demonstrate the potential for permanent employment after the 25-week period

Nova Scotia Department of Development

Program:	Tourism Industry Loan Program
Purpose:	In accordance with the Industrial Loan Act, tourism industry loans are available to finance new construction or expansion of existing facilities based on the fixed assets of motels, hotels, campsites, restaurants and certain recreational facilities related to tourism.
Form of Assistance:	Loan financing up to 75% of the value of the project
Eligibility:	Tourism related facilities

FINANCIAL ASSISTANCE

Nova Scotia Department of Development

Program:	Mainstreet Program; Beautification Funding
Purpose:	The Mainstreet Program has been designed to refurbish, revitalize and promote downtown commercial areas in communities throughout Nova Scotia.
Form of Assistance:	Funding will be available at minimum wage, plus 10% of wages towards employee benefits and 10% of wages towards a capital allowance
Eligibility:	Community and business groups with a defined business improvement district

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Nova Scotia Department of Development

Program:	Mainstreet Program; Facade Improvement Rebate
Purpose:	To provide assistance to commercial building owners and tenants for upgrading the appearance of the exterior surfaces for their buildings that are visible to the shopping public. Landscaping and public parking are also included.
Form of Assistance:	Rebates of 30% of total cost or a maximum determined by the size of the project, whichever is less
Eligibility:	Businesses within an approved Business Improvement District of communities currently actively participating in the Mainstreet Program

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Nova Scotia Department of Development

Program:	Mainstreet Program; Anchor Projects Funding
Purpose:	To facilitate implementation of projects key to successful economic stimulation and revitalization.
Form of Assistance:	Projects are funded at 60% of the value of project
Eligibility:	Project submissions will be accepted from each or a combination of organizations recognized by the Mainstreet Program

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Nova Scotia Department of Development

Program:	Consulting Assistance Program
Purpose:	To help small business deal with specific non-recurring problems and to benefit from professional advice available through management consultants, accountants and experienced business people.
Form of Assistance:	Varies
Eligibility:	Business operators faced with a difficult situation which may be eliminated by using a competent advisor are eligible. The program can be used for professionally conducted market or feasibility studies, for assistance in developing a business plan, solving a technical problem, etc.

Nova Scotia Department of Development

Program:	Small Business Development Corporation (SBDC)
Purpose:	To make financing available to small enterprises wishing to start up, expand, or modernize, as part of the Nova Scotia Department of Development's strategy to enhance the economy of Nova Scotia.
Eligibility:	Any proprietorship, partnership, cooperative or corporation with less than $2 million annual sales, less than 50 employees, and requiring more than $5,000, but less than $250,000.
Contact:	Small Business Development Corporation Suite 100 277 Pleasant Street Dartmouth, Nova Scotia B2Y 4B7

FINANCIAL ASSISTANCE

Nova Scotia Department of Development

Program:	Venture Capital
Purpose:	To encourage private business to participate in providing risk capital and management assistance to small business in Nova Scotia.
Eligibility:	Investment in a small business in which 75% or more of the wages and salaries are paid to Nova Scotia residents. Prescribed tourism activities include the operation and management of hotels, motels, tourist homes, cottages and cabins, tourist resorts, trailer parks, marinas, restaurants, gift shops when included as part of a tourist facility, and other facilities and attractions which are desirable for the promotion and development of tourism.
Contact:	Venture Corporation Board P.O. Box 519 5151 George Street Halifax, Nova Scotia B3J 2R7

Nova Scotia Department of Tourism

Program:	Tourism Development Incentives Program
Purpose:	To provide financial assistance for operators of accommodation or restaurant tourist facilities in Nova Scotia (except those within the city limits of Halifax and Dartmouth) planning to modernize and upgrade their facilities.
Form of Assistance:	Grants up to 50% on approved capital to a maximum of $15,000 will be given to any one facility and the minimum level or eligible expenditures will be $10,000.
Eligibility:	Operators of viable accommodation and restaurant facilities in Nova Scotia
Contact:	Program Manager, Tourism Development Incentives, Department of Tourism (GP-14)

Ontario Development Corporation, Eastern Ontario Development Corporation or Northern Ontario Development Corporation

Program:	Tourist Industry Loans
Purpose:	To strengthen and improve the tourist industry of Ontario. In areas where tourism is of major importance to the economy, loans are made available to establish new facilities, to upgrade, winterize or expand existing facilities including tourist lodges, housekeeping cottage operations, restaurants, resorts, motels, hotels and tourist marinas providing facilities in addition to docks.
Form of Assistance:	Varies
Eligibility:	Operators must demonstrate the ability to add to the tourist potential of Ontario
Contact:	Ontario Development Corporation (GP-17) nearest you

Prince Edward Island Lending Authority (GP-22)

Program:	Lending Authority Act - Tourist Operators
Purpose:	To provide operating credit to assist in seasonal preparation costs prior to the start of the tourist season. The funds are repayable in full during or at the end of the tourist season; to provide capital loans for the establishment or expansion of tourist facilities.
Form of Assistance:	Loan guarantees and direct term loans
Eligibility:	Any person, corporation or co-operative engaged in tourism in Prince Edward Island
Contact:	Prince Edward Island Lending Authority

Québec, Ministère de l'Industrie, du Commerce et du Tourisme (GP-23)

Program:	Tourism Development Assistance Program (Programme d'aide au développement touristique)
Purpose:	To provide financial assistance to owners and operators for the purchase, modernization or expansion of a small- or medium-size tourism-related business, and any purchase of land required to develop the enterprise.
Form of Assistance:	Three types: lender of last resort; loan guarantees; equity financing
Contact:	Programme de crédit touristique, Ministère de l'Industrie, du Commerce et du Tourisme

Saskatchewan Department of Industry and Commerce (GP-25)

Program:	Saskatchewan Main Street Development Program
Purpose:	To help small communities by providing grants to help offset the cost of physical improvements. Merchants in communities with a population of less than 6,000 will be able to qualify for up to 50% of the cost of storefront renovations up to certain maximums and will be able to receive per-capita grants for improvements to public areas.
Form of Assistance:	Grants
Eligibility:	Small Saskatchewan communities with a maximum of 6,000 population
Contact:	Department of Industry and Commerce

Saskatchewan Department of Industry and Commerce (GP-25)

Program:	Small Business Interest Abatement Program
Purpose:	This program can help new operations or assist existing operators in the expansion and upgrading of their facilities. In communities with a population of less than 6,000, the abatement grant will be as much as $500. In larger communities, a grant of up to $250 may be available.
Form of Assistance:	Grants
Eligibility:	Varies
Contact:	Department of Industry and Commerce

Yukon Small Business Loans Board

Program:	Small Business Loans
Purpose:	To encourage private sector participation in the Yukon's travel industry at the regional and operational level, and to develop expertise that will contribute to tourism's viability by making available loans to a maximum amount of $50,000 for capital items that do not lose value, (i.e. land, buildings and certain types of equipment).
Form of Assistance:	Loans in the form of chattel mortgages and first mortgages
Eligibility:	Small business enterprises located in the Yukon with estimated gross revenue not in excess of $500,000
Contact:	Loan Director, Yukon Small Business Loans Board (GP-29)

FINANCIAL ASSISTANCE

Yukon Department of Tourism and Economic Development

Program:	Tourism Operating Grants
Purpose:	To support various tourism-related groups that have a specific application to the tourism industry; for example, the operation of an approved information centre, publication of tourist-oriented literature, operation of a tourist attraction or event, or other specific projects that serve to advance Yukon tourism.
Form of Assistance:	Contribution generally made on a dollar for dollar basis, but under exceptional circumstances that ratio is flexible, depending on the importance of the project with respect to tourism development and the ability of the organization to raise its share of funds.
Eligibility:	Organizations registered under the Yukon Societies Ordinance whose proposed projects have a specific application to the tourism industry
Contact:	Tourism Branch, Department of Tourism and Economic Development (GP-30)

Yukon Department of Tourism and Economic Development

Program:	Capital Assistance for Tourism Attractions
Purpose:	To provide capital assistance for planning, design, construction and improvement of Yukon tourist attractions, including museums.
Form of Assistance:	Grants
Eligibility:	Organizations registered under the Yukon Societies Ordinance
Contact:	Director, Department of Tourism and Economic Development (GP-30)

Training and Employment Assistance

FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES (G)

Organization:	**Canada Employment and Immigration Commission**
Program:	Canada Community Development Projects
Purpose:	A community-based program designed to provide term employment for the unemployed by creating jobs that would not otherwise be available.
Eligibility:	Varies
Contact:	Employment Development Branch, Canada Employment and Immigration Commission (G-4) or the nearest Canada Employment Centre

FINANCIAL ASSISTANCE

Organization:	**Canada Employment and Immigration Commission**
Program:	Canada Community Services Projects
Purpose:	To create employment for the unemployed through projects sponsored by non-profit organizations.
Form of Assistance:	Approved project proposals can be funded for up to three years on a diminished funding formula whereby 100% funding is received in year I and 66% and 33% funding received in years II and III respectively
Eligibility:	Priority given to activities dealing with serious problems faced by labour market entrants and re-entrants
Contact:	Employment Development Branch, Canada Employment and Immigration Commission (C-4) or the nearest Canada Employment Centre

Organization:	**Canada Employment and Immigration Commission (C-4)**
Program:	Canada Manpower Mobility Program
Purpose:	To encourage the geographical mobility of workers whose skills are not needed in their locality, by financially assisting the worker to travel to seek continuing employment, travel to temporary employment, relocate, take occupational training or take advantage of employment services that are not available in the worker's area of residence.
Eligibility:	Any Canadian citizen or person lawfully admitted to Canada for permanent residence, who is unemployed, under-employed or about to become unemployed and for whom there is no prospect of obtaining suitable work in his or her area of residence
Contact:	Local Canada Employment Centres

Organization:	**Canada Employment and Immigration Commission (C-4)**
Program:	Critical Trade Skill Shortage Program
Purpose:	To encourage employers to establish and maintain, on a continuing basis, facilities and programs to train Canadian workers in highly skilled trades or occupations that have been identified as being in critically short supply.
Eligibility:	Varies
Contact:	Local Canada Employment Centres

Organization:	**Canada Employment and Immigration Commission (C-4)**
Program:	Local Economic Development Assistance
Purpose:	A program designed to stimulate and assist local private sector employment and small business development and to stimulate community participation in, and responsibility for, that process.
Eligibility:	Varies
Contact:	Local Canada Employment Centres

Organization:	**Canada Employment and Immigration Commission (C-4)**
Program:	Local Employment Assistance Program
Purpose:	To fund long-term employment projects for groups of the chronically unemployed.
Eligibility:	Varies
Contact:	Local Canada Employment Centres

FINANCIAL ASSISTANCE

Organization:	**Canada Employment and Immigration Commission (G-4)**
Program:	Program for the Employment-Disadvantaged
Purpose:	To provide wage subsidies to stimulate continuing employment, in the private sector, of mentally and physically handicapped and other employment-disadvantaged persons who face barriers in securing and maintaining such employment.
Eligibility:	Mentally and physically handicapped and other employment-disadvantaged persons
Contact:	Local Canada Employment Centres

Organization:	**Canada Employment and Immigration Commission**
Program:	Summer Canada: Student Employment Program
Purpose:	To provide seasonal employment for students during the summer months by creating jobs that are in addition to those currently in place and do not involve the layoff of paid staff, the replacement of volunteers or the displacement of seasonal employees.
Eligibility:	Students
Contact:	Employment Development Branch, Canada Employment and Immigration Commission (G-4) or the nearest Canada Employment Centre

Organization:	**Canada Department of Indian and Northern Affairs**
Program:	Tourist Outfitting and Guiding Program
Purpose:	To assist Indians in further establishing themselves in sports, hunting and fishing activities, by providing training, financing, technical and managerial advice. The Department also assists in the development of course content as well as in the actual presentation of training courses.
Eligibility:	Indian entrepreneurs
Contact:	Economic Program Development Branch, Department of Indian and Northern Affairs (G-7)

Organization:	**Canada Department of Regional Industrial Expansion Minister of State (Small Business and Tourism)**
Program:	Small Business Intern Program
Purpose:	To create permanent job opportunities for recent graduates and to enhance the growth potential and competitive position of small- and medium-sized businesses. The federal government will pay 50% of a selected intern's wage, up to a maximum $675 a month for a period not exceeding 12 months.
Eligibility:	Interns: Canadian citizens who have graduated from a two- or three-year post-secondary program and have not been employed previously by the company where they will be interning. Business: an incorporated company with a maximum staff of 300 that will make available a new position that will have the potential for providing continuing employment after the termination of this assistance
Contact:	Regional Office, Department of Industry, Trade and Commerce (G-9)

PROVINCIAL GOVERNMENT DEPARTMENTS AND AGENCIES (GP)

Organization: **Cape Breton Development Corporation - DEVCO**

Program:
Purpose: To encourage upgrading and expansion of existing tourism facilities on Cape Breton Island.

Eligibility: (1) Private tourist operators who have been in business in Cape Breton for a minimum of two years; (2) business must presently have less than 30 accommodation units; (3) last full operating years showed a profit before depreciation; (4) new accommodation (motel) units must not exceed capital cost of $15,000 per unit

Contact: Cape Breton Development Corporation
P.O. Box 1330
Sydney, Nova Scotia B1P 6K3

Organization: **Ontario Ministry of Municipal Affairs and Housing**

Program:
Purpose: To provide subsidies to the private sector hiring summer help in the 15 to 24 year age range. Eligible employers will receive $1.50 per hour for each employee hired, to a maximum of 4,000 person hours per business location. Employers must create a new position in order to receive the funding and cannot dismiss, lay off or reduce the income of existing employees.

Eligibility: Employers must have been in business since April 12, 1981, at the Ontario location for which the application is made

Contact: Subsidies Branch, Ministry of Municipal Affairs and Housing (GP-20) or call toll freee 1-800-268-7592

Organization: **Ontario Workmen's Compensation Board**
Head Office

Program:
Purpose: To help disabled employees return to a useful and satisfying place in the work force, attain new skills where necessary, and provide incentives to encourage employers to hire them.

Eligibility: Disabled employees registered with the Ontario Workmen's Compensation Board

Contact: Employment Services Section, Vocational Rehabilitation Division, Ontario Workmen's Compensation Board (GP-21)

Organization: **Saskatchewan Department of Industry and Commerce (GP-25)**

Program:
Purpose: To develop businesses and industries that provide employment opportunities for disadvantaged persons, grants may be available for feasibility studies to assist in financing projects and to provide employment incentives.

Eligibility: Business and industry in Saskatchewan providing employment opportunities for disadvantaged persons

Contact: Department of Industry and Commerce

FINANCIAL ASSISTANCE

Organization:	**Saskatchewan Department of Tourism and Renewable Resources** **Tourism Development Branch**
Program:	Regional and Community Tourism Services
Purpose:	To provide community counselling in tourism development and promotion; to facilitate community programs and services of the branch and the department to increase economic and social benefits from tourist activity.
Eligibility:	Communities and regional travel associations
Contact:	Regional and Community Tourism Services, Tourism Development Branch, Department of Tourism and Renewable Resources (GP-26)

Tourism
Hospitality
Recreation
Information Services

Business Counselling Services

FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES (G)

Canada Employment and Immigration Commission (G-4)
Canada Employment Centres

Purpose: The centres help employers to find qualified employees and provide assistance in the setting up of training programs. They also provide facts on the job market and help to plan future staff needs.

Eligibility: Anyone

Contact: Local Canada Employment Centres or Canada Employment and Immigration Commission

Canada Federal Business Development Bank (FBDB)
Counselling Assistance to Small Enterprises (CASE)

Purpose: The FBDB management counselling service makes available experienced retired business people to assist small businesses in Canada to improve their methods of doing business. Advice on matters such as sales promotion, production scheduling, product pricing and inventory planning is provided at a nominal fee and supplements counselling services obtainable from the private sector.

Eligibility: Canadian business enterprises with a maximum of 75 full-time employees

Contact: CASE offices or branches of Federal Business Development Bank across Canada (G-5)

Canada Department of Energy, Mines and Resources

Purpose: Energy, Mines and Resources offers information/services programs and financial assistance programs to assist the public and private sectors in energy conservation. For more information, please contact Energy Mines and Resources Canada.

Canada Department of Indian and Northern Affairs
Management Advisory Services

Purpose: To provide such business-management services as evaluation of business proposals, pre-loan counselling, assistance in financial arrangements, provision or arrangement of managerial and technical assistance for on-going operations.

Eligibility: Individual Indians, groups of Indians, Indian Bands, or anyone who can make a contribution to the economic development of Indian people

Contact: Manager, Regional Business Services, located in the Regional Offices, Department of Indian and Northern Affairs (G-7) across Canada

Canada Department of Regional Industrial Expansion
Business Centre (G-10)

Purpose: The centre offers information on all federal programs and services as well as specific aid and advice. It can also help to increase the efficiency of a business trip by arranging appointments and completing itineraries for meetings with government officials in all departments. In addition to these services, the Regional Offices of the Department offer information and advice on ways to improve business operations.
Eligibility: Anyone
Contact: Call Zenith 0-3200 (toll-free) between 9:00 a.m. and 5:00 p.m. in every Canadian time zone; or visit the Business Centre, regional offices of the Department of Industry, Trade and Commerce

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PROVINCIAL GOVERNMENT DEPARTMENTS AND AGENCIES (GP)

Alberta Department of Tourism and Small Business
Travel Alberta
Travel Development Branch, Counselling Service

Purpose: To provide consulting advice for resort development including design, planning, market and economic feasibility and user-demand analysis for small tourism businesses.
Eligibility: Tourist-related businesses in Alberta
Contact: Head office or nearest regional office of the Department of Tourism and Small Business (GP-3)

Newfoundland Department of Tourism, Recreation and Culture
Tourist Services Division
Counselling Assistance

Purpose: To make counselling assistance available for industry development and improvement.
Eligibility: Individuals planning to develop or improve a business establishment in Newfoundland
Contact: Tourist Services Division, Department of Tourism, Recreation and Culture (GP-13)

Nova Scotia Department of Tourism
Industry Services
Counselling Services

Purpose: Offers counselling services in the areas of career opportunities, business development planning, business improvement planning, cost control procedures and modern management techniques.
Eligibility: Anyone
Contact: Co-ordinator of Industry Services, Department of Tourism (GP-14)

Ontario Ministry of Industry and Tourism
Tourism Operations Branch
Consulting Services for the Tourism Industry

Purpose: To provide a professional guidance service throughout the entire tourism industry by making consultants available to developers, owners and managers, municipalities, tourism organizations and the travelling public.

Eligibility:	Owners/operators, developers, municipalities and tourist organizations in Ontario
Contact:	Tourism Industry Consultant, Ministry of Industry and Tourism (GP-18) or the nearest Field Office Travel Centre

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Saskatchewan Department of Culture and Youth
Counselling Service

Purpose:	To provide consultative services to communities throughout the province to extend and improve recreation, sports and cultural opportunities.
Eligibility:	Communities located in Saskatchewan
Contact:	Director of Regional Services, Department of Culture and Youth (GP-24)

Saskatchewan Department of Industry and Commerce
Regional Services Branch
Counselling Service

Purpose:	With representatives in nine major centres throughout the province, the branch provides counselling for general business, related to assistance and financing available to the travel industry. It also guides clients through planning, evaluation and implementation stages of new business development.
Eligibility:	Owners, operators and prospective entrepreneurs in Saskatchewan
Contact:	Regional representatives, Department of Industry and Commerce (GP-25)

Saskatchewan Department of Industry and Commerce
Saskatchewan Main Street Development Program

Purpose:	Designed to help smaller communities by providing consultative services to help merchants in communities with a population of less than 6,000.
Eligibility:	Saskatchewan communities with a maximum population of 6,000
Contact:	Department of Industry and Commerce (GP-25)

Saskatchewan Research Council
Management Consultative Service

Purpose:	The Council's operating divisions of chemistry, engineering, geology and physics, within the limits of available staff and facilities, are prepared to undertake research and development for operators of tourist facilities on a fee-for-service basis. The Industrial Services division provides management consulting services on climate and weather, ground and surface water supplies and sewage disposal.
Eligibility:	Individuals wishing to establish a tourist facility in Saskatchewan
Contact:	Industrial Services Division, Saskatchewan Research Council (GP-28)

Saskatchewan Department of Tourism and Renewable Resources
Tourist Development Branch
Counselling Service

Purpose:	To counsel current and prospective owners/operators of tourist facilities on all phases of development. The Industry Development Section is responsible for the rating, on a voluntary basis, of tourist accommodation.
Eligibility:	Current and prospective tourist-facility owners/ operators in Saskatchewan
Contact:	Industry Development Section, Tourism Development Branch, Department of Tourism and Renewable Resources (GP-26)

Saskatchewan Department of Tourism and Renewable Resources
Tourism and Recreation Planning Branch
Counselling Service

Purpose:	To provide technical assistance in the planning and design of destination areas and roadside camp and picnic grounds, on a limited basis, to communities and various organized groups. Provides information on standards of facilities (accommodation units, campgrounds, picnic grounds, services, swimming pools).
Eligibility:	Individuals wishing to start or improve a tourist business in Saskatchewan
Contact:	Director, Tourism and Recreation Planning Branch, Department of Tourism and Renewable Resources (GP-26)

Yukon Department of Tourism and Economic Development
Counselling Services

Purpose:	On a one-to-one basis gives advice to individuals planning feasibility studies.
Eligibility:	Individuals planning to set up a tourism- and hospitality-related business in the Yukon
Contact:	Tourism Branch, Department of Tourism and Economic Development (GP-30)

Resource Centres and Services

Acadia University Department of Recreation
Centre for Leisure Studies

Purpose:	The centre was established in 1973 by Acadia University in collaboration with the Nova Scotia Department of Recreation. This unique centre brings an interdisciplinary focus to the study of parks, recreation and leisure and helps unite the theoretical with the practical. Resources from around the world are available for student and public use. Students are encouraged to become involved with ongoing research.
Eligibility:	Student and public use
Contact:	Documentalist, Centre for Leisure Studies, Acadia University (I-4)

British Columbia Ministry of Education
Provincial Hospitality Industry Resource Centre (GP-6)

Purpose:	To provide a wide selection of audio-visual and print instructional materials in the area of hospitality/ tourism to community colleges and post-secondary institutes as well as to industry itself. The centre produces an annual directory of courses and has developed a variety of career materials for hospitality/ tourism. The centre also operates a research library in conjunction with the Travel Industry Association of British Columbia.
Eligibility:	Educators and industry persons
Contact:	Curriculum Consultant, British Columbia Provincial Hospitality Industry Resource Centre

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Canada Department of Regional Industrial Expansion
Tourism Canada
Tourism Reference and Data Centre (TRDC)

Purpose:	To serve as a central co-ordinating point in Canada for tourism documentation and data in order to assist federal and provincial government agencies and the tourism industry in general. The Tourism Canada information centre contains a collection of research and statistical reports, periodicals, conference proceedings, plans, forecasts, budgets and bibliographies relevant to the tourism industry. TRDC's computerized bibliographical information storage and retrieval system refers enquirers to the sources and locations of both Canadian and international tourism documentation and data covering supply, demand and performance aspects of the various sectors of the tourism plant.
Eligibility:	Anyone
Contact:	Head, Tourism Reference and Data Centre, Tourism Canada (C-11)

Canada Department of Regional Industrial Expansion
Tourism Canada
Tourism and Hospitality Resource Inventory Centre for Education (THRICE)

Purpose:	To provide educators, industry, guidance counsellors, potential industry personnel and government agencies with a source of training and career information covering a wide spectrum of tourism, hospitality and recreation sectors of the industry. Using the Tourism Canada Data Base, detailed course programs, manuals, teaching aids and research reports housed in THRICE can be retrieved by general or detailed subject areas. Each search results in a comprehensive bibliographical listing of selected THRICE project materials in the form of a computer print-out. For a detailed list of career-planning publications produced by THRICE, see the Business Development and Improvement Publications listing in this section.
Eligibility:	Educators, guidance counsellors, industry management, federal and provincial government agencies in related fields
Contact:	THRICE Project Co-ordinator, Manpower, Education and Training, Tourism Canada (C-11)

Canada Statistics Canada
Federal Statistical Activities Secretariat (C-19)

Purpose:	To provide background descriptions of data bases held by federal government departments and agencies; and to provide consultation services on the planning of statistical data collection projects, such as surveys.
Eligibility:	Anyone

Canada Statistics Canada
Travel, Tourism and Recreation Section (C-18)

Purpose:	To facilitate collection, compilation and dissemination of statistics on travel, tourism and recreation in Canada for government, industry, the academic community and the general public
Eligibility:	Anyone

Canada Statistics Canada
User Services and Regional Advisory Services (C-20)

Purpose:	To provide data suited to an enquirer's specific needs. Information is available from published sources as well as from computer data banks.
Eligibility:	Anyone

Canadian Restaurant and Foodservices Association (C-14)
Resource Centre

Purpose:	To provide association members with a central collection of background material related to various aspects of the foodservice and accommodation industry. The centre contains some 1,000 books and seminar proceedings, 50 trade periodical titles and all Statistics Canada and government documents pertinent to the foodservice industry, a large menu collection, an extensive photo file and several thousand pamphlets, surveys and articles. A catalogue of the centre's holdings can be purchased from the association's Book Sales Division.
Eligibility:	Association members; non-members - researchers, banks, media, public relations firms, government agencies, non-profit organizations

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CBI Publishing (I-3)
Hospitality Publications

Purpose:	Publishers of a variety of food service and hospitality books.

Centre d'Étude du Tourisme

Purpose:	A clearing house for scientific and technical information pertaining to recreation and tourism, it deals with the social, cultural, economic, political, national and international aspects of tourism and recreation. The centre is subsidized by the government of Québec and offers its services free of charge.
Eligibility:	Anyone
Contact:	Directeur, Centre d'Étude du Tourisme (I-4)

Coaching Association of Canada
Sport Information Resource Centre (O-23)

Purpose: To provide a variety of services related to sport, physical education and recreation, including computer searches, document reproduction, reference assistance and a series of reference publications. Operates under the aegis of the Coaching Association of Canada.

Eligibility: Anyone

Copp Clark Pitman (I-6)

Purpose: Specializes in the publishing and distribution of educational texts and imported materials. Also provides teaching aids and services.

Interdélégations des Anciens Élèves d'Écoles Hôtelières au Canada
DOCHOTEL

Purpose: The first trilingual (English, French and German) hotel documentation centre in Canada offers books, newspapers, magazines and other publications as well as information on hotel chains, associations and government institutions.

Eligibility: Varies

Contact: Gerard A. Spitzer, Director, Interdélégations des Anciens Élèves d'Écoles Hôtelières au Canada (O-19)

Learning Package Centre (I-8)
The Hospitality Training Resource Project

Purpose: This project has produced 42 training packages designed to help the food service and hospitality industry establish work standards for all skilled jobs and unskilled workers. These training packages cover the various skills in food preparation and food service. Operators can identify the skills required in their operations and customize training programs for employees. Training packages consist of work books and accompanying microfiche.

Manitoba Department of Economic Development and Tourism (GP-8)
Travel Manitoba, Tourism Development Branch
Resource Training Consultative Service

Purpose: To provide consultative assistance and advice to the private sector and to training agencies and institutions on all aspects of industry training, including assessment of manpower requirements, implementation of training programs and co-ordination of training information, materials and resources.

Eligibility: Owners, operators and staff in the hospitality/tourism industry, community colleges and other institutions or agencies

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Manitoba Department of Fitness, Recreation and Sport (GP-9)
Recreation Resource Centre

Purpose: Through consultation with regional offices, the Centre provides an information service with both audio-visual and written materials pertaining to fitness, recreation and sport.

Eligibility: On priority basis: 1) provincial departmental staff; 2) all recreation professionals in Manitoba; and 3) provincial associations and volunteer groups working in a recreational setting

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National Restaurant Association
Project Hospitality

Purpose: A program designed to strengthen the industry's position as a hospitality leader. The project consists of written and visual materials to help operators serve their customers. Some aids are directed at ownership/management; others are geared towards training and motivation.
Eligibility: Membership in the National Restaurant Association (NRA)
Contact: Canadian Restaurant and Foodservices Association (O-14) or National Restaurant Association (OI-5)

Newfoundland Department of Development
Tourism Branch
Hospitality Resource Centre Library

Purpose: To provide learning materials to businesses involved in the hospitality industry.
Eligibility: Varies
Contact: Hospitality Training Co-ordinator, Tourism Branch, Department of Development, P.O. Box 4750, St. John's, Newfoundland, A1C 5T7

Omega Films Ltd (I-10)
Distribution Service

Purpose: Provides a distribution service of educational films and other audio-visual materials to universities, schools and businesses throughout Canada. Materials include:
Film Catalogue 96 p.
Catalogue: Colour/Sound Motion Picture Programs - Food Preparation and Service; Hotel and Tourism; Cashiering and Security; Communications and Selling; Professional Management 16 p.
What's on Your Menu Tonight - Sanitation and Hygiene Practices in Your Kitchen (pamphlet)
Professionalism: The Key to Success in Selling (pamphlet)

Ontario Ministry of Culture and Recreation (CP-15)
Resource Centre

Purpose: To provide an information service by means of a lending library of books, pamphlets, films, video-tapes and teaching slides on community development, recreation facilities, use of leisure time, etc.
Eligibility: Residents of Ontario
Contact: Loan of materials may be arranged through the Resource Centre, Ministry of Culture and Recreation Field Offices and through the inter-library loan service

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Ontario Ministry of Industry and Tourism
Tourism Industry Development Section
Hospitality Training Film Service

Purpose: To provide a variety of films, relevant to the hospitality industry, to residents of Ontario. The list includes 18 films, each running 10 to 12 minutes, dealing with specific areas of the hospitality business. For further information contact the nearest Field Office, Ministry of Industry and Tourism. (GP-18)

Outdoor Recreation Council of British Columbia (OP-10)
Resource Service

Purpose: Offers a phone-in service, resource library and slide-tape packages on outdoor recreation opportunities, contacts and issues. Also makes available a manual for professional and volunteer organizations providing outdoor recreation services to the public (Recreation Programming Manual 97 p.).

Saskatchewan Department of Tourism and Renewable Resources
Tourism and Recreation Planning Branch (GP-26)

Purpose: The branch is responsible for the planning and management of tourism and recreation in Saskatchewan, and provides a data source on outdoor recreation use, supply of facilities and capabilities of the province.

Eligibility: Varies

Saskmedia (GP-27)
Film Library

Purpose: The library maintains a collection of tourism and hospitality audio-visual aids, available to the travel industry on a loan basis.

The Travel Research Association
Travel Reference Center (OI-7)

Purpose: A reference service to assist the travel industry in finding information sources and solving business problems. Services can generally be provided to firms interested in travel information on a 72-hour basis.

Eligibility: Varies

Waterloo, University of, Department of Recreation
The Leisure Studies Data Bank

Purpose: A non-profit research facility that maintains machine-readable data on leisure and leisure-related topics. The bank provides all researchers with ready access to diverse data sources and provides assistance in their use and analysis. Services are available in both English and French.

Eligibility: Services are provided to non-University of Waterloo researchers on a cost-recovery basis

Contact: Requests should be made in writing to the Leisure Studies Bank (I-9)

Wine Council of Ontario (OP-27)
Wine Information Materials

Purpose: Makes available a wine study course program, lends audio-visual presentations on wine growing, selecting and purchasing Ontario wines, and suggestions for serving and entertaining with Ontario wines, free of charge.

World Tourism Organization (WTO)(OI-8)

Purpose: To function as a clearing house for all available information on international and domestic tourism, including statistical data, legislation and regulation, facilities and special events. The organization is responsible for the systematic collection, analysis and dissemination of the information described.

Business Development and Improvement Publications

Note: Orders for the following publications must NOT be sent to Tourism Canada. Order only from the organization specified in the listing. Full addresses appear in Section 4.

FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES

	Price in $ Canadian (subject to change)
Canada Agriculture Canada (G-1)	
List of Publications	no charge
List of Short Films	no charge
Buying and Storing Canadian Foods	no charge
Planning Menus for Small Institutions 36 p. plus recipes	no charge
Ministry of State and Economic Development (G-2)	
ABC Assistance to Business in Canada. The Federal Government's Directory of Business Assistance Programs, Services and Incentives 283 p.	no charge
Canada Department of Consumer and Corporate Affairs (G-3)	
Selecting, Registering and Protecting Corporate Names	no charge
Canada Federal Business Development Bank (FBDB) (G-5)	
Minding Your Own Business - pamphlet series:	no charge
Volume 1: covers small business management functions	
Volume 2: covers the subject of retailing	
Volume 3: service businesses covering subjects such as franchising, restaurant management, and buying or starting a service business	
FBDB Services for Anywhere in Canada (brochure)	no charge
CASE Counselling to Small Enterprises for Business Anywhere in Canada (brochure)	no charge
Quarterly News Letter, Small Business News	no charge

	Price in $ Canadian (subject to change)
Canada Department of Regional Industrial Expansion	
Tourism Canada (C-11)	
Canadian Menu Manual (Cat. No. C86-8/1977)	$2.75*
Design in Tourism: Accommodation (manual)(Cat. No. C86-9/1977)	$2.75*
Design in Tourism: Restaurants (manual)(Cat. No. C86-12/1977)	$4.75*
Directory of Courses - Tourism/Hospitality/Recreation (Cat. No. C86-7/1982E)	no charge
The Inn Business (manual)(Cat. No. C86-11/1982E)	$4.95*
Planning Canadian Campgrounds (Cat. No. C86-10/1980-1E)	$6.00
Planning Festivals and Events (manual)	no charge
Planning Seasonal Tourist Accommodation: Four Design Alternatives (manual)(Cat. No. C86-16/1979)	$3.00*
Planning Seasonal Tourist Accommodation: Four Design Alternatives (working drawings)(Cat. No. C86-16/1979-1)	$5.00*
Training Resources - Tourism/Hospitality/Recreation (Cat. No. C86-19/1-1983E)	no charge
Canada Department of Regional Industrial Expansion	
Tourism Canada (C-11)	
Tourism Reference and Data Centre	
Book Catalogue of Tourism Research Studies 1978-80 (three volumes, limited distribution)	no charge
Canada Department of Regional Industrial Expansion (C-9)	
Small Business Loans Administration	
Improving the Equity Financing Environment for Small Business in Canada - presented for public discussion by the Honourable A.C. Abbott, May 24, 1978	no charge
Small Business Intern Program (brochure)	no charge
Small Business Loans Act (brochure)	no charge
Small Business Loans List of Accredited Lenders	no charge
Canada Department of Labour (C-14)	
Labour Organizations in Canada	$2.00*
Labour Standards in Canada	$2.00*
Canada Metric Commission (C-15)	
Flyers: Sector Plans for Metric Conversion - Bakers - Food Processors - Wine	no charge
How to Plan Metric Conversion	no charge
How to Write SI (5th edition) 8 p.	no charge
List of Publications and Posters	no charge
List of Films on Metric Conversion	no charge
Metric Cooking as Easy as Pie 14 p.	no charge
Your Handy Metric Handbook 10 p.	no charge
Canada Public Works Canada (C-16)	
Bilingual Glossary of Terms and Expressions Used in the Office	$3.00*
A Guide to Accommodation Services (bilingual)	no charge

	Price in $ Canadian (subject to change)
Canada Department of Regional Industrial Expansion (G-17)	
Let's Talk Business: DREE 10 p.	no charge
Catalogue of Publications and Audio-visual Products	no charge
Opportunities for Industry and Business in Canada: Regional Development Incentives 24 p.	no charge
The Loan Guarantee Program	no charge
DREE Development Agreements - April 1, 1980	no charge
Canada Statistics Canada (G-20)	
Statistics Canada Catalogue	first copy, no charge additional copies $5.00
Finding and Using Statistics (manual) 59 p.	$1.00
Travel, Tourism and Outdoor Recreation Statistical Digest	$8.00*
Contracting Out Survey Research	no charge
Mail Surveys: Improving Response Rates	no charge
Directory of Survey Organizations	$10.00*
New Surveys (quarterly)	$20.00 a year

*Copies of these publications may be purchased through Printing and Publishing, Supply and Services Canada (G-21)

PROVINCIAL GOVERNMENT DEPARTMENTS AND AGENCIES

Alberta Bureau of Statistics	
Information Services Section (GP-2)	
Alberta Fact Sheet	no charge
Alberta Department of Tourism and Small Business	
Travel Alberta, Travel Development Branch (GP-3)	
Financing a Business in Alberta	no charge
Market Handbook	no charge
Operating a Small Retail Store	no charge
Starting a Business in Alberta	no charge
Alberta Business Index	no charge
Alberta Bureau of Statistics	
Information Services Section (GP-2)	
Alberta Fact Sheet	no charge
Alberta Department of Tourism and Small Business	
Travel Alberta, Travel Development Branch (GP-3)	
Financing a Business in Alberta	no charge
Market Handbook	no charge
Operating a Small Retail Store	no charge
Starting a Business in Alberta	no charge
Alberta Business Index	no charge
British Columbia Ministry of Industry and Small Business Development (GP-4)	
Establishing a Business in British Columbia	no charge
Manitoba Department of Economic Development and Tourism (GP-8)	
Travel Manitoba	
Getting Started in the Tourist Accommodation Industry	no charge

	Price in $ Canadian (subject to change)
Manitoba Department of Health and Social Development	
Resources Division (GP-10)	
The following pamphlets on food service practices are made available to residents of Manitoba:	
Good Practice for Personnel in Food Service 20 p.	no charge
Prevent Food Poisoning 12 p.	no charge
Manitoba Department of Industry and Commerce (PG-3)	
Small Business Centre	
Starting a Small Business in Manitoba - A Guide to the Basic Legal Requirements	no charge
New Brunswick Department of Commerce and Development	
Doing Business in New Brunswick	no charge
Nova Scotia Government (GP-14)	
Bookstore	
Establishing a Business in Nova Scotia	$5.00
Ontario Ministry of Consumer Commercial Relations (GP-14)	
Communications Services	
How to Start a Small Business	no charge
Ontario Ministry of Government Services (GP-17)	
Publications Centre	
Starting a Small Business in Ontario	no charge
Ontario Ministry of Industry and Tourism (GP-18)	
Consulting Services for the Tourism Industry 15 p. (booklet)	no charge
A Guide to Doing Business in Ontario	no charge
Industry and Trade Services 32 p.	no charge
Ontario Ministry of Industry and Tourism (GP-18)	
Tourism Development Branch	
Note: The following tourism industry development and improvement manuals are made available to bonafide operators or prospective tourism investors/ developers:	
The Business of Financing: A Guide for Ontario's Tourism Industry 43 p.	no charge
The Business of Group Business 102 p.	no charge
Expansion Planning: When and How Much 14 p.	no charge
Front Desk Business, irreg. paging	no charge
A Guide for the Development and Operation of Outpost Camps 86 p.	no charge
Marinas: A Guide to the Development and Operation of Recreational Boating Facilities 132 p.	no charge
Ontario Small Business Development Corporation: A Guide for Businessmen and Investors	no charge
Recordkeeping for Financial Planning: The Key to Tourism Management 20 p.	no charge
Time Sharing in the Tourism Industry 42 p.	no charge
Starting a Small Business in Ontario: Key Factors to Marketing Success	no charge
Swimming Pools: A Guide for the Development and Operation of Swimming Pools in Tourism Establishments 63 p.	no charge
Ontario Ministry of Labour (GP-19)	
Ontario Labour Relations Board	
A Guide to the Ontario Labour Relations Act 60 p.	no charge
Quebec Department of Industry, Commerce and Tourism (GP-23)	
How to Establish a Business in Quebec	no charge

	Price in $ Canadian (subject to change)
Québec, Direction des Communications (GP-22)	
Commission du Salaire Minimum	
Quebec Minimum Wage Commission - Ordinance No.3/No.4	no charge
Yukon Department of Tourism and Economic Development (GP-30)	
Economic Research and Planning Branch	
Yukon Economic Review	no charge
Yukon Fact Sheet	no charge
Yukon Department of Tourism and Economic Development (GP-30)	
Tourism Planning and Development Branch	
Tourism Highlights (annual)	no charge

TRADE AND PROFESSIONAL ORGANIZATIONS

Canadian Frozen Food Association (O-9)	
Frozen Food Directory and Fact Book	Price not available
Canadian Hospitality Institute (O-10)	
Canadian Hospitality Institute Journal (quarterly)	$5.00/year
Canadian Institute of Travel Counsellors (CITC)(O-11)	
Principles and Procedures of Travel Counselling (bulk orders of 25 or more, $35.00 each)	$40.00
Canadian Parks and Recreation Association (O-13)	
CPRA Publications List	no charge
Recreation Calling - A Career Guide for Recreation and Leisure Services	no charge
Recreation Canada (5 times a year, bilingual)	$22/year (Canada) $27/year (foreign)
Canadian Restaurant and Foodservices Association (CRFA) (O-14)	
Conversion to the Metric System: A Guide for the Canadian Food Service Industry	$2.00 (members) $3.00 (others)
National News (monthly bulletin)	*
CRFA Booklist	*
CRFA Digest (monthly bulletin)	*
CRFA Infostats (monthly bulletin)	*
Mini Survey (monthly bulletin)	*

* CRFA charges members for <u>additional</u> copies. Non-members are charged for <u>all</u> copies of these publications.

International Air Transport Association (OI-3)	
BSP Bank Settlement Plan: A Manual for Passenger Sales Agents	$7.00
International Association of Scientific Experts in Tourism (OI-4)	
The Tourism Revue/Révue de Tourisme (quarterly)	$26.40/year
Ontario Ski Council (OP-24)	
Cross Country Ski Trails and Facilities Design Manual	$10.00
Outdoor Recreation Council of British Columbia (OP-10)	
Safety Brochures on 13 different outdoor activities	$3.00/hundred
Directory of Outdoor Recreation Resource People	no charge
Outdoor Recreation Programming Manual	no charge
Outdoor Recreation Maps of British Columbia	$3.95

	Price in $ Canadian (subject to change)
Wine Council of Ontario (OP-27)	
A Toast to Ontario Wines	$1.00
World Tourism Organization (OI-8)	
Publications, handbooks and studies of WTO	no charge
Travel Research Journal (trilingual publication, English, French, Spanish, bimonthly)	$14.00 US/year
World Travel (annual)	$14.00 US
Travel Abroad - Frontier Formalities (annual)	$14.00 US

Professional Consulting Services

Organization: **Consolidated Hotel Management (CS-1)**

Activities: Hotel, restaurant and condominium resort management; economic feasibility studies, which include site and market analysis and marketing plans; accounting system design and internal controls; tourism development planning; computer feasibility studies.

Office in: Toronto

Organization: **Currie, Coopers and Lybrand Ltd. (CS-2)**

Activities: Computer and interviewing services; management systems planning; staff training systems; marketing; placement; research services; feasibility analysis; financial planning; strategic planning; resource analysis.

Offices in: Toronto, Montréal, Québec City, Ottawa, Halifax, Vancouver, Calgary, Edmonton

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Organization: **Del McMillan Associates Ltd. (CS-3)**

Activities: Facilities/interior design planning; marketing; research services; advertising.

Office in: Niagara-on-the-Lake

Organization: **DPA Consulting Ltd. (CS-4)**

Activities: Interviewing services; management systems planning; research services; tourism development planning; facilities feasibility studies; regional planning.

Offices in: Ottawa, Vancouver, Halifax, Fredericton

Organization: **EDA Collaborative Inc. (CS-5)**

Activities: Facilities planning; site selection and evaluation; physical site feasibility; facility site planning; site rehabilitation; upgrading of facilities.

Offices in: Toronto, Edmonton

Organization:	**Harley, Little Associates (CS-6)**
Activities:	Facilities/interior design planning; management systems planning; marketing; research services.
Offices in:	Toronto, Calgary; Denver, Colorado; White Plains, New York; San Francisco, California

Organization:	**H.B. Chase Professional Consultants Ltd. (CS-7)**
Activities:	Interviewing services; recruitment and placement of management personnel (hotel, restaurant, motel); job descriptions and classification; organization charts; training programs; management and staff evaluation; general hospitality consulting.
Office in:	Edmonton

Organization:	**Hickling Partners Inc. (CS-8)**
Activities:	Feasibility studies for tourism; investment appraisal; training; management systems; computer systems design; executive search; general research in tourism programs for governments.
Offices in:	Ottawa, Toronto, Vancouver

Organization:	**Hope-Johnstone and Associates (CS-9)**
Activities:	Computer services; management systems planning; marketing; research services; public relations.
Offices in:	Mississauga, Ottawa

Organization:	**Hospitality Registry Inc. (CS-10)**
Activities:	Interviewing services; placement; restaurant consulting.
Office in:	Toronto

Organization:	**Intrec Group Ltd. (CS-11)**
Activities:	Facilities/interior design planning; marketing; research services.
Office in:	Calgary

Organization:	**J. Beauchemin et Associés Inc. (CS-12)**
Activities:	Facilities/interior design planning; management systems planning.
Office in:	Montréal

Organization:	**Klein and Sears (CS-13)**
Activities:	Services include: planning and design of cultural/arts facilities; recreational and residential resort planning and design; real estate development financial and marketing feasibility analysis; social and attitudinal survey analysis; urban and regional planning.
Office in:	Toronto

TOURISM/HOSPITALITY/RECREATION INFORMATION SERVICES

Organization:	**Larry Smith and Associates Ltd. (CS-14)**
Activities:	Services include: market demand studies; feasibility and financial evaluations; economic impact studies of new facilities.
Offices in:	Toronto, Willowdale, Calgary, Montréal

Organization:	**MacLaren Plansearch (CS-15)**
Activities:	Services include: computer services; facilities design planning; interviewing services; staff training systems; marketing; research services; forecasting; regional development planning.
Offices in:	Fredericton, St. John's, Dartmouth, Montréal, Willowdale, Saskatoon, Calgary, Vancouver

Organization:	**Pannell Kerr Forster Campbell Sharp Management Consultants (CS-16)**
Activities:	Services provided include: market and economic feasibility studies; tourism and recreation studies; general management studies; executive recruitment services; site selection services.
Offices in:	Canada (Toronto), West and East Africa, Asia, Australia and New Zealand, Caribbean and West Indies, Central America, Europe, Middle East, South America, United States

Organization:	**Peter Zandron and Associates Ltd. (CS-17)**
Activities:	Design of computer systems software for hotel/motel industry; marketing of financial accounting systems specifically designed for the hospitality industry.
Office in:	Vancouver

Organization:	**Quasar Systems Ltd. (CS-18)**
Activities:	Assists tourism industry in areas of survey design, analysis of survey results and the development of information gathering and management reporting systems.
Offices in:	Ottawa, Montréal, Toronto, Calgary, Edmonton, Vancouver, Winnipeg, Halifax, Victoria

Organization:	**Redua Consultants Ltd. (CS-19)**
Activities:	Marketing; research services; financial planning and location studies.
Offices in:	Etobicoke, Montréal

Organization:	**The Robert Simpson Company Ltd., Simpson's Contract Division (CS-20)**
Activities:	Supplies the hospitality industry with interior design, consultation, specification, procurement and installation services.
Offices in:	Don Mills, Vancouver, Kelowna, Edmonton, Calgary, Regina, Saskatoon, Winnipeg, Sudbury, London, Toronto, Ottawa, Kingston, Montréal, Fredericton, Halifax

Organization:	**Showcraft Canada Exhibition Consultancy and Management Ltd. (CS-21)**
Activities:	Services offered include: foodservice and hospitality equipment, products and services; trade show arrangements.
Office in:	Don Mills

Organization:	**S.L. Bellingham and Associates Ltd. (CS-22)**
Activities:	Services include: preliminary design planning layout; complete design planning (mechanical and electrical service drawings); preparation of specification manual and tender documents; review and check of shop drawings and submitted tender bids; job-site inspections of equipment installation.
Offices in:	Calgary, Edmonton

Organization:	**Systems Factor Inc. (Sysfac)(CS-23)**
Activities:	Services include: system design; recommendation of hardware configurations; installation of computer systems; training of staff; on-going evaluation of system services.
Office in:	Mississauga

Organization:	**The Taste Guild Inc. (CS-24)**
Activities:	Promotion and public relations in the area of wine and gourmet food; staff training in wine service, consultation in planning wine lists, and detailed promotional programs for restaurants and wine agencies.
Office in:	Toronto

Organization:	**Taunton Consultants Ltd. (CS-25)**
Activities:	Services include: hotel management and development; renovation and interior designing of older hotel properties; development of operational, cost control and financial systems; personnel training programs; marketing and sales programs; recruiting; marketing and feasibility studies; location of financing and investment properties.
Office in:	Montréal

Organization:	**TVB (Holdings) Inc. (CS-26)**
Activities:	Management systems planning; staff training systems; marketing; research services; special-interest tour packages; consulting and representation.
Offices in:	Ottawa; London, England

Organization:	**Urbanex Inc. (CS-27)**
Activities:	Services include: computer services; facilities/ interior and exterior design planning.
Offices in:	Sainte-Foy, Thetford Mines, Trois-Rivières, Sept-Îles, Hauterive, Montréal

Organization:	**W. Goodbrand and Associates Ltd. (CS-28)**
Activities:	Services include: feasibility studies; cost estimates; planning; consulting; tendering; co-ordination with other trades; site inspections; deficiency reports and follow-up.
Office in:	North Vancouver

Conferences
Trade Shows
Workshops

Conferences/Conventions/Trade Shows

Organization	Event	Approximate Date	Location	Activities
		- FOODSERVICE AND HOSPITALITY		
CANADA				
Alberta Motel Association (OP-2)	Annual Conference and Trade Show	May - 2 days	Alternates between Calgary and Edmonton, Alberta	Trade displays, business meetings, lectures and talks on a variety of industry topics
Alberta Motel Association (OP-3)	Annual Meeting and Convention	April - 3 days	Varies throughout Alberta	Business meetings, lectures and talks on a variety of industry topics
Alberta Restaurant and Foodservices Association (OP-4)	Mid-Western Foodservice Convention and Show	Annual mid-September/ mid-October	Alternates between Calgary and Edmonton, Alberta	Trade displays, business meetings, lectures and talks on a variety of industry topics
British Columbia Hotels Association (OP-6)	Annual Convention and Trade Show	November - 4 days	Vancouver, British Columbia	Trade displays, business meetings, lectures and talks on a variety of industry topics
British Columbia Restaurant and Foodservices Association (OP-8)	Annual Convention and Trade Show	March - 3 days	Vancouver, British Columbia	Trade displays, business meetings, lectures and talks on a variety of industry topics

CONFERENCES / CONVENTIONS / TRADE SHOWS - FOODSERVICE AND HOSPITALITY

Organization	Event	Approximate Date	Location	Activities
Canadian Administrative Housekeepers Association (O-5)	National Education Conference and Annual Meeting	May - 3 days	Varies across Canada	Business meetings and educational workshops pertaining to the industry
Canadian Dietetics Association (O-6)	Annual Convention and Trade Show	June - 4 days	Varies across Canada	Trade displays, business meetings, lectures and talks on a variety of industry topics
Canadian Federation of Chefs de Cuisine (O-7)	National Annual Convention	June - 4 days	Varies across Canada	Business meetings, lectures and talks on a variety of industry topics
Canadian Food Service Executives Association (O-8)	Annual Convention	May	Varies across Canada	Business meetings, lectures and talks on a variety of industry topics
Canadian Frozen Food Association (O-9)	Annual Convention	September/ October	Varies across Canada	Business meetings, lectures and talks on a variety of industry topics
Canadian Restaurant and Foodservices Association (O-14)	Apex - Atlantic Provinces Restaurant Hotel-Motel Show	April	Halifax, Nova Scotia	Trade displays, business meetings, lectures and talks on a variety of industry topics
Canadian Restaurant and Foodservices Association (O-14)	Hostex - The Canadian International Restaurant Hotel-Motel Show	April	Toronto, Ontario	Food service and lodging business trade show, annual general meeting and industry training seminars
Canadian Sanitation Standards Association (O-15)	Annual Convention and Trade Fair	June	Toronto, Ontario	Trade displays, business meetings, lectures and talks on a variety of industry topics

CONFERENCES / CONVENTIONS / TRADE SHOWS - FOODSERVICE AND HOSPITALITY

Organization	Event	Approximate Date	Location	Activities
Canadian Tourism/Hospitality Advisory Council on Human Resources	Semi-Annual Meetings	May/October	Alternate between Eastern and Western Canada	Meets twice yearly in different parts of the country; restricted to delegates; observer status may be granted on request; meetings deal with latest developments in manpower and training and serve to co-ordinate and recommend future studies and activities to be undertaken in these fields
Hotel and Restaurant Suppliers Association (O-18)	Rendez-vous Hotel and Restaurant Suppliers Show	February/ March - 4 days	Montréal, Québec	A four-day annual trade show restricted to hotel, restaurant and food service operators with displays of products, equipment and services for hotels, motels, restaurants, institutions, industrial caterers, etc.
Hotel and Restaurant Suppliers Association (O-18)	Rendez-vous Exhibitions	May - 2 days June - 2 days September - 2 days October - 2 days	Rimouski, Québec Jonquière, Québec Trois-Rivières, Québec Rouyn-Noranda, Québec	Two-day trade shows with participation of regional and regular members of the association
Manitoba Hotel Association (OP-14)	Centrex	Fall (September/ October/ November)	Winnipeg, Manitoba	Annual convention and trade show of hotel and restaurant trades with business seminars on various subjects related to the industry
National Hotel, Restaurant and Institution Suppliers Association (O-21)	Exhibition	March - 4 days	Montréal, Québec	Display of products, equipment and services for hotels, restaurants, motels, institutions, hospitals, industrial caterers, etc.

CONFERENCES / CONVENTIONS / TRADE SHOWS - FOODSERVICE AND HOSPITALITY

Organization	Event	Approximate Date	Location	Activities
New Brunswick, Hospitality New Brunswick (OP-15)	Annual meeting	October	Varies throughout New Brunswick	A one-day program composed of an informative education session, a general meeting and dinner
Newfoundland Restaurant and Foodservices Association (OP-17) / Newfoundland Hotel and Motel Association (OP-16)	Annual meeting and educational programs	January	Varies throughout Newfoundland	Joint business meeting and educational programs dealing with professional aspects of operator upgrading
Nova Scotia, InnKeepers Guild of (OP-19)	Annual meeting	January	Halifax, Nova Scotia	Business meetings, lectures and talks on a variety of industry topics
Ontario Hotel and Motel Association (OP-22)	Annual Convention	April	Toronto, Ontario	Activities include general meeting, presentations by guest speakers, workshops and seminars on a variety of topics. Convention operated in conjunction with the CHFA Convention and Hostex Show
Ontario Hotel Association (OP-23)	Annual Convention	November	Varies throughout Ontario	A three-day annual convention and trade show
Ontario, Resorts Ontario (OP-26)	Annual Spring Convention	March/April	Toronto, Ontario	Annual meeting and trade show open to individuals working in the hospitality industry; convention activities include presentations by guest speakers as well as awareness seminars and workshops on a variety of topics

CONFERENCES / CONVENTIONS / TRADE SHOWS - FOODSERVICE AND HOSPITALITY

Organization	Event	Approximate Date	Location	Activities
Québec, Association des Restaurateurs du Québec (OP-29)	The Salon REST-HOTE- Annual Exhibition and Seminar	September/ October	Québec, Québec	Business meeting, professional development seminars and trade show of food service and lodging business suppliers and federal and provincial government participants
INTERNATIONAL				
American Hotel and Motel Association (OI-1)	Annual Convention	November - 3 days	Varies throughout the U.S.A.	Trade displays, business meetings, lectures and talks on a variety of industry topics
HORECA International (OI-2)	Congress	September/ October - 7 days	Location varies throughout the world	Business meetings, lectures and talks on a variety of industry topics
National Restaurant Association (OI-5)	NRA Restaurant Hotel-Motel Annual Convention and Trade Show	May	Chicago, Illinois U.S.A.	A five-day convention and trade show open to individuals in the foodservice and lodging industry; seminars presented during the show cover a variety of pertinent topics from financial management and marketing techniques to facility design and operation analysis
- RECREATION AND LEISURE				
Allied Boating Association of Canada (O-2)	Salon Nautique	February/ March - 9 days	Montréal, Québec	Trade and public show of marine products

CONFERENCES / CONVENTIONS / TRADE SHOWS - RECREATION AND LEISURE

Organization	Event	Approximate Date	Location	Activities
Canadian National Sportsmen's Shows (O-12)	Calgary Sportsmen's Show	February - 5 days	Calgary, Alberta	A five-day trade and public show of marine, sporting goods, travel products and services
Canadian National Sportsmen's Shows (O-12)	Edmonton Sportsmen's Show	March - 5 days	Edmonton, Alberta	A five-day trade and public show of marine, sporting goods, travel products and services
Canadian National Sportsmen's Shows (O-12)	Vancouver International Boat Show	February - 10 days	Vancouver, British Columbia	A ten-day public and trade show of marine, travel products and services
Canadian National Sportsmen's Shows (O-12)	Vancouver Sportsmen's Show	February - 4 days	Vancouver, British Columbia	A four-day public and trade show of marine, sporting goods, travel products and services
Canadian National Sportsmen's Shows (O-12)	Winnipeg International Boat Show	April - 5 days	Winnipeg, Manitoba	A five-day public and trade show of marine, travel products and services
Canadian Sporting Goods Association (O-17)	Annual Convention and Exhibition	February - 4 days	Montréal, Québec	Trade displays, business meetings, lectures and talks on a variety of industry topics
National Ski Industries Association (O-22)	Ski Trade Show - Eastern Show	March - 5 days	Montréal, Québec	Annual trade show of ski equipment and ski wear
National Ski Industries Association (O-22)	Ski Trade Show - Western Show	April/May - 4 days	Calgary, Alberta	Annual trade show of ski equipment and ski wear
Ontario Research Council on Leisure (GP-15)	Annual Full Council Meeting	April	Toronto vicinity, Ontario	Annual business meeting, professional development seminars and lectures

CONFERENCES / CONVENTIONS / TRADE SHOWS - RECREATION AND LEISURE

Organization	Event	Approximate Date	Location	Activities
Ontario Snowmobile Industry Association (OP-25)	Snowmobile Trade Show	November - 4 days	Toronto, Ontario	Public trade show of snowmobiles and accessories

- TRAVEL AND TOURISM

CANADA

ACTA-Alberta (Association of Travel Agents of Alberta)(OP-1)	Annual Meeting	Late October/ early November	Varies throughout Alberta	A one-day meeting open to members only
ACTA-Atlantic (Atlantic Travel Industry Conference ATIC)(OP-28)	Annual Meeting	November	Varies throughout the Atlantic Provinces	Highlights a trade show of 75 exhibitors as well as a variety of education seminars and evening social activities with dinner speakers. Attendance and display space restricted to ACTA members
ACTA-British Columbia (British Columbia Association of Travel Agents)(OP-5)	General Meeting	May	Vancouver, British Columbia	Trade displays, business meetings, lectures and talks on a variety of industry topics
ACTA-Manitoba (Manitoba Travel Industry Association)(OP-12)	Annual General Meeting	November/ December	Winnipeg, Manitoba	A two-day meeting designed for members to discuss the association's financial business and to elect the new executive
ACTA-Manitoba (Manitoba Travel Industry Association)(OP-12)	Trade Show	Fall	Winnipeg, Manitoba	Open to industry and public; participants include tour wholesalers, airlines, national tourist offices and other travel-related businesses

CONFERENCES / CONVENTIONS / TRADE SHOWS - TRAVEL AND TOURISM

Organization	Event	Approximate Date	Location	Activities
ACTA-Ontario (Ontario Travel Industry Conference OTIC)(OP-20)	Annual Meeting and Trade Show	Late January	Toronto, Ontario	Trade displays, business meetings, lectures and talks on a variety of industry topics
ACTA-Ontario (OP-20)	Travel Expo	October	Toronto, Ontario	A four-day consumer and trade show of travel products and services, booths, displays and educational programs for the travel industry and the public
ACTA-Saskatchewan (Saskatchewan Association of Travel Agents)(OP-30)	Annual Meeting and Trade Show	Fall	Varies throughout Saskatchewan	A two-day event open to members only
ACTA-Saskatchewan (Saskatchewan Association of Travel Agents)(OP-30)	Semi-Annual Meeting	Spring	Varies throughout Saskatchewan	A two-day workshop open to members only
Alliance of Canadian Travel Associations (ACTA)(O-1)	Conference and Trade Show	3rd week in May	Varies across Canada	Trade displays, business meetings, lectures and talks on a variety of industry topics
Association Technique du Tourisme (O-3)	Annual Congress	March	Québec, Québec	Business meetings, lectures and talks on a variety of industry topics
British Columbia, Canadian Institute of Travel Counsellors of (OP-9)	Annual General Meeting	Early February/ March	Vancouver, British Columbia	A one-evening general meeting for members only

CONFERENCES / CONVENTIONS / TRADE SHOWS - TRAVEL AND TOURISM

Organization	Event	Approximate Date	Location	Activities
Canada Department of Regional Industrial Expansion. Tourism Canada (G-11) Special Projects Division	Rendez-vous Canada (Marketplace)	May	Alternates among five regions of Canada	An international trade show managed by TC designed to increase sales of Canadian tourism products throughout the world; nominated suppliers of Canadian tour components and promoters of Canadian destinations have the opportunity to market their facilities to selected wholesale buyers from international markets
Canadian Institute of Travel Counsellors (O-11)	Annual General Meeting	Fall	Toronto, Ontario	Business meeting, election, award presentations and dinner dance
Manitoba Department of Economic Development and Tourism, Travel Manitoba (GP-8)	Attractions and Events/Tour Development Seminar	Fall	Winnipeg, Manitoba	A three-day seminar designed primarily for attractions and events organizers, tour operators and related industry people. Workshops and general sessions cover such areas as product development, marketing techniques and tourism/hospitality accommodations
Northwest Territories, Travel Industry Association of (OP-18)	Annual Conference	Early November	Varies throughout the Northwest Territories	Serves to update the industry on what is happening in the Northwest Territories, through special sessions with guest speakers and workshops on training and educational needs of the travel industry

CONFERENCES / CONVENTIONS / TRADE SHOWS - TRAVEL AND TOURISM

Organization	Event	Approximate Date	Location	Activities
Southwestern British Columbia Travel Association (OP-11)	Annual General Meeting	February	Southwestern British Columbia	One-day business meetings, trade displays, panel seminars (with participant involvement), luncheon and dinner
Tourism Industry Association of Canada (O-24)	Annual National Conference	February	Varies across Canada	Business meetings, lectures and workshops on a variety of industry topics
The Travel Research Association (OI-6)	Annual Conference	Summer - 4 days	Varies throughout North America	Brings together leaders from industry, government and the academic community to discuss and examine significant developments in travel research and marketing
World Tourism Organization (OI-8)	World Tourism Conference	June 1982		Conference to include presentations on a number of specific subjects for discussion with a view to laying down guidelines for government tourism policies in the years ahead. Subjects chosen reflect the interests of all sectors and all national and international bodies concerned
World Tourism Organization (OI-8)	General Assembly	1983 - biennial	Varies throughout the world	A two-week general assembly of WTO members designed to provide a progress report on WTO's work programs, to outline upcoming strategies for the various WTO activities, meetings and conferences, and to discuss the organization's financial business and elect the new executive

Workshops and Seminars

NATIONAL TRADE AND PROFESSIONAL ORGANIZATIONS (O)

Organization: Bakery Council of Canada (O-4)

Program: Canadian Bakery Technology
Aim: To provide persons currently employed in the baking industry with a thorough grounding in the technical aspects of this industry.
Type and duration: Correspondence course: varies
Entrance requirements: Employment in the baking industry

Organization: Bakery Council of Canada (O-4)

Program: Metrication
Aim: To help individuals become familiar with metric terminology and its usage.
Type and duration: Correspondence course: varies
Entrance requirements: Vary

Organization: Bakery Council of Canada (O-4)

Program: Sanitation
Aim: To provide those employed in the baking industry with the principles and practices of safe food preparation.
Type and duration: Correspondence course: varies
Entrance requirements: Vary

Organization: Canadian Restaurant and Foodservices Association (O-14)

Program: Metric Conversion[a]
Aim: To provide a one-day train-the-trainer session, introducing the most cost-efficient system of teaching line employees Canada's new metric system.
Type and duration: Seminar: 1 day
Entrance requirements: Vary

Organization: Canadian Restaurant and Foodservices Association (O-14)

Program: National Sanitation Training Program[a]
Aim: To teach food service workers, owners, operators and managers the principles and practices of safe food service in order to ensure an optimum level of safe food service at all times.
Type and duration: Day: 1-2 days
Entrance requirements: Vary

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[a] For further information on these training programs contact the Canadian Restaurant and Foodservices Association or your provincial Restaurant Association.

Organization: Canadian Restaurant and Foodservices Association (O-14)

Program: National Seminar Program*
Aim: To make available a series of one-day seminars relevant to the food service industry. Seminars directed towards owners/managers are held in Halifax, Toronto, Winnipeg, Calgary and Vancouver between November and March.
Type and duration: Day: 1 or 2 days
Entrance requirements: Owners and managers of foodservice and hospitality operations

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Organization: Canadian Ski Instructors Alliance (O-16)

Program: Ski Instructors Training, Levels 1, 2, 3, 4
Aim: To provide four levels of training on how to teach individuals to ski. Certification is provided at the end of each level.
Type and duration: Day: 2 days (Level 1)
Day: 7 days (Levels 2, 3, 4)
Entrance requirements: 18 years of age; strong parallel skiers

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Organization: Tourism Industry Association of Canada (O-24)

Program: Human Resources Management Course
Aim: A training program, for instruction purposes only, developed to upgrade personnel management in the hospitality industry. This complex and highly technical program is available to certified experts in the human sciences or commercial and educational institutions that intend to use the services of an expert to give the course.
Type and duration: Seminar: minimum of 6 days
Entrance requirements: Vary

Organization: Tourism Industry Association of Canada (O-24)

Program: Hospitality Seminars
Aim: To provide detailed procedures and instructional materials for attitude training in the field of hospitality. The seminar is based on group dynamics and sensitivity training techniques. A procedures manual for the seminars is also available.
Type and duration: Seminar: varies
Entrance requirements: Vary

PROVINCIAL TRADE AND PROFESSIONAL ORGANIZATIONS (OP)

Organization: ACTA-Atlantic (Atlantic Travel Industry Conference-ATIC) (OP-28)

Program: Travel Industry Training Seminars
Aim: To present seminars on a variety of travel industry topics. Members may attend seminars given from time to time throughout the year at various locations within the Atlantic provinces.
Type and duration: Seminar: varies
Entrance requirements: Members of ACTA-Atlantic

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* For further information on these training programs contact the Canadian Restaurant and Foodservices Association or your provincial Restaurant Association.

Organization: ACTA-Ontario (Ontario Travel Industry Conference-OTIC) (OP-20)

Program: Travel Industry Seminars
Aim: To offer a variety of management-level seminars throughout the year to keep members up-to-date on what is happening in the industry (e.g. seminars on the hiring and evaluation of personnel, financial planning, consumer disputes, etc.).
Type and duration: Vary
Entrance requirements: Members of ACTA-Ontario

Organization: British Columbia Hotels, Resorts and Trailer Parks Association (OP-7)

Program: Introductory Management Course
Aim: To prepare new operators for the industry, assist current operators and protect their investment. This five-day program can be offered anywhere in the province where there is a proven demand.
Type and duration: Day: 5 days
Entrance requirements: Vary

Organization: Canadian Institute of Travel Counsellors of British Columbia (OP-9)

Program: Intermediate Certificate Course
Aim: To provide professional upgrading for persons already in the industry. Upon completion, students are granted an intermediate status.
Type and duration: Evening: 26 sessions
Entrance requirements: Minimum of one year in the industry plus a ticketing course

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Organization: Canadian Institute of Travel Counsellors of British Columbia (OP-9)

Program: Certified Travel Counsellor Examinations
Aim: Examinations are held semi-annually to certify individuals who have worked in the travel industry a minimum of three years and have taken a CITC course. Successful completion allows participants to use the initials CTC after their name.
Type and duration: Day: 1 day
Entrance requirements: Minimum of three years' working experience in the industry plus Intermediate Certificate Course

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Organization: Canadian Institute of Travel Counsellors of Manitoba (OP-13)

Program: Travel Counsellor Training
Aim: To provide a home-study program in travel counselling for those planning a career in the travel industry and refresher seminars for those working in the industry.
Type and duration: Correspondence course: varies
Seminars: 1 day
Entrance requirements: Vary

Organization: Canadian Institute of Travel Counsellors of Ontario (OP-21)

Program: Short Courses, Workshops and Evening Seminars on various

	subjects.
Aim:	Designed for the working travel counsellor wishing to advance his/her skills and knowledge.
Type and duration:	Evenings: varies from 1 to 10 evenings
Entrance requirements:	Travel Agency Counsellors

Organization:	**Manitoba Hotel Association (OP-14)**
Program:	Management Advancement Training Program
Aim:	A training program designed to upgrade management skills for purposes of career advancement.
Type and duration:	Day: 5 days (seminar)
Entrance requirements:	Individuals must work in Manitoba's hotel/motel industry

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Organization:	**Hospitality New Brunswick (OP-15)**
Program:	National Sanitation Training Program
Aim:	Co-sponsored by the Department of Health, the National Sanitation Training Program, and uses materials obtained from the Canadian Restaurant and Foodservices Association. These one-day courses are offered in different locations throughout New Brunswick; emphasis on personal hygiene, interpretation of sanitation terms, safe food handling, preparation and service, and equipment/utensil sanitation. Further information regarding dates, location, costs, etc., may be obtained from the association.
Type and duration:	Day: 1 day
Entrance requirements:	Vary

Organization:	**Hospitality New Brunswick (OP-15)**
Program:	Seminars
Aim:	To present a series of seminars on such topics as energy conservation, motivation of staff, purchasing of supplies, metric conversion as it applies to menus, bartending and merchandising, etc.
Type and duration:	Vary
Entrance requirements:	Vary

Organization:	**Wine Council of Ontario (OP-27)**
Program:	Ontario Wine Study Course
Aim:	Program designed to give participants a thorough knowledge of Ontario wine; covers the entire spectrum of the industry from history of Ontario wines to purchasing and serving of these wines. A Certificate of Merit is awarded to successful students in this course.
Type and duration:	Correspondence course: varies
Entrance requirements:	Available at no charge to students of recognized educational institutions and to the general public upon payment of an enrolment fee of $2.00 per course

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Organization:	**Yukon Visitors Association (OP-31)**
Program:	Hospitality Seminar
Aim:	A three-hour hospitality awareness seminar offered throughout the Yukon.
Type and duration:	Seminar: 1 day
Entrance requirements:	Designed for individuals in the Yukon whose work requires them to come into contact with tourists

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INTERNATIONAL TRADE AND PROFESSIONAL ORGANIZATIONS (OI)

Organization: American Hotel and Motel Association, Educational Institute (OI-1)

Program: Hospitality Training Programs
Aim: A variety of workshops, basic skill training materials and a broad selection of texts, reference books and audio-visual materials relevant to the hospitality industry are provided.
Type and duration: Correspondence course: varies
Entrance requirements: Vary

Organization: International Air Transport Association (OI-3)
Bank Settlement Plan Canada (BSP Canada)

Program: BSP Canada Training Seminar
Aim: To maintain the high professional standards of IATA- and ACTA-approved travel agents with respect to the issuing, reporting and settlement functions of air transport sales.
Type and duration: Varies
Entrance requirements: IATA- or ACTA-approved travel agents

FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES (G)

Organization: Canada Federal Business Development Bank (G-5)

Program: Management Clinic Program
Aim: Self-teaching method for management training combining video-cassettes and workbooks. Though self-teaching, includes consultation on the learner's selected subject with FBDB Management Services staff.
Type and duration: Video-cassettes of 20 minutes length, viewed at FBDB branch; workbook takes approximately 2 hours to read and completed at home; consultation as required
Entrance requirements: Prospective or established owners/managers of small- and medium-sized businesses

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Organization: Canada Federal Business Development Bank (G-5)

Program: How To Understand Financial Statements
Aim: Participants will become familiar with the elements of a balance sheet and an operating statement.
Type and duration: 3 hours
Entrance requirements: Designed for owner/managers of small businesses

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Organization: Canada Federal Business Development Bank (G-5)

Program: Forecasting For Better Management
Aim: At the end of this seminar, participants will be able to prepare, understand and use a Financial Forecast to manage their business effectively.
Type and duration: 3 hours
Entrance requirements: Designed for owner/managers of small businesses

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Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Cash Flow Working Capital
Aim:	Participants will learn to control their cash effectively, and how to avoid those "Cash Short" situations. In doing so, participants will be in a better position to deal effectively with their chartered banker.
Type and duration:	3 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Bookkeeping
Aim:	An introduction to bookkeeping techniques. This seminar is intended to show "how" and "why" an individual should maintain efficient records of his/her transactions.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Financial Analysis
Aim:	This seminar will show participants how to evaluate, analyze and improve the performance of their business.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	How To Arrange Financing
Aim:	To enable individuals to find out what a lender looks for when making a decision on a loan request and to know what kind of information to use to make their presentation more effective.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Surveying The Market (Retail/Service Business)
Aim:	To enable individuals to prepare a market survey for their own business and to help identify "who" and "where" the customers are.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Choosing And Pricing Your Product/Service
Aim:	To enable the individual to select the right product mix and to demonstrate how to establish a pricing policy for his/her business.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Advertising and Promoting Your Retail/Service Business
Aim:	To enable individuals to plan more effective promotion of their business by recognizing their typical customers and determining the best way to communicate with them.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Retailing
Aim:	Participants will learn how to select a location, choose and control inventory as well as how to apply proven selling and merchandising techniques for a retail store.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Selecting and Motivating Personnel
Aim:	To demonstrate how different management styles can affect employee performance. The seminar highlights techniques for recruiting the best personnel and how to motivate them.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	How to Start Your Own Business
Aim:	This seminar is a step-by-step approach to starting your own business. Participants will learn how to develop a "Business Plan" using their own ideas.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Increasing Your Profits
Aim:	Participants will develop techniques that can be used to reduce costs through core effective use of Financial Management control systems.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

Organization:	**Canada Federal Business Development Bank (C-5)**
Program:	Management of Human and Financial Resources
Aim:	How can we make the most of both the financial and human resources of a business? This seminar has particular interest for those in the hospitality industry.
Type and duration:	6 hours
Entrance requirements:	Designed for owner/managers of small businesses

WORKSHOPS, SEMINARS AND IN-INDUSTRY TRAINING

Organization: Canada Federal Business Development Bank (C-5)

Program: Time Management
Aim: "There is never enough time to get everything done." This seminar will give participants a practical "take back to the office" method of using their time more efficiently.
Type and duration: 3 hours
Entrance requirements: Designed for owner/managers of small businesses

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Organization: Canada Federal Business Development Bank (C-5)

Program: Board of Directors for a Small or Medium-Sized Business
Aim: To enable an individual to determine if he/she has reached that crucial stage of growth when a "Board of Directors" is right for the business. Participants also learn what to consider when forming a board.
Type and duration: 3 hours
Entrance requirements: Designed for owner/managers of small businesses

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Organization: Canada Department of Regional Industrial Expansion Design Canada (C-12) and Tourism Canada (C-11) (Co-sponsors)

Program: Tourism: Profit by Design
Aim: To increase the awareness of design and its importance as an integral planning component in tourism development and to illustrate the potential for increased profits through the effective use of design professionals. The program includes modules on interior design, graphic design, site planning/landscape development, energy efficiency and marketing.
Type and duration: Modular - each component approximately 45 minutes
Entrance requirements: Prospective and established owners and operators of small- and medium-sized accommodation/foodservice/campground businesses in Canada's hospitality industry
Contact: Design Canada or Tourism Canada

Organization: Canada Statistics Canada (C-20)

Program: Questionnaire Design Workshop
Aim: A basic course to assist program project managers with the design and working of survey questionnaires.
Type and duration: Seminars, 1 or 2 days; workshops, 3 or 4 days
Entrance requirements: Those directly involved in survey research
Contact: Federal Statistical Activities Secretariat, Statistics Canada

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PROVINCIAL GOVERNMENT DEPARTMENTS AND AGENCIES (GP)

Organization: Advanced Management Centre

Program: The Human Resource Management Program
Aim: To expose participants to the practical skills of managing people more effectively.
Type and duration: Five 2-day workshops scheduled over a ten-week period
Entrance requirements: Persons in supervisory positions

Organization:	**Advanced Management Centre**
Program:	Seminar Series
Aim:	To provide individuals with a wide selection of seminars and workshops which allow them to keep abreast of the latest management techniques, to prepare them for further professional responsibility and to expand personal knowledge and skills in selected areas.
Type and duration:	Varies
Entrance requirements:	Very

Organization:	**Advanced Management Centre**
Program:	The Supervisory Development Program
Aim:	To provide participants with the skills which will enable them to increase the productivity of the human resources they supervise and to develop practical skills for working effectively with people.
Type and duration:	An intensive one-week course at Dalhousie University (accommodations provided)
Entrance requirements:	High-potential supervisors recommended by their company

Organization:	**Advanced Management Centre**
Program:	The Atlantic Summer School for Executives
Aim:	To assist the participants to function more effectively in their present positions and to prepare for greater responsibilities in the future. The course examines a wide variety of management problems such as financial management, management and change, strategic marketing, and labour/management relations.
Type and duration:	An intensive four-week program held at Dalhousie University
Entrance requirements:	Persons with considerable working experience in managerial positions. Applicants must demonstrate an increasing level of responsibility and have been recommended for the program by their respective company

Organization:	**British Columbia Ministry of Tourism** **Tourism British Columbia (GP-7)**
Program:	Tourism British Columbia Hospitality Certificate Course
Aim:	To provide hospitality and attitude training to those employed in the various sectors of British Columbia's travel service industry. Courses are conducted throughout British Columbia.
Type and duration:	Day: 12 hours
Entrance requirements:	Anyone who serves the tourist directly

Organization:	**British Columbia Open Learning Institute (GP-5)**
Program:	Tourism and Hospitality Training Program
Aim:	To make available correspondence courses in motel management and small resta[illegible]t management.
Type and duration:	Correspondence course: w[illegible]es
Entrance requirements:	Vary

Organization:	**Newfoundland Department of Development** **Tourism Branch**
Program:	Attitude and Awareness
Aim:	To provide front-line staff with the skills required to deal with the public and to assist in their professional development.
Type and duration:	Workshop: 4 hours
Entrance requirements:	Vary
Contact:	Tourism Branch, Department of Development, P.O. Box 4750 St. John's, Newfoundland A1C 5T7

Organization:	**Nova Scotia Department of Tourism (GP-14)**
Program:	Career Development Program
Aim:	To assist employees in the industry to further their potential and to provide them with an opportunity to expand their knowledge of the rapidly growing field, thereby improving their own position as well as that of the establishments they serve.
Type and duration:	Correspondence course: varies
Entrance requirements:	Vary

Organization:	**Nova Scotia Department of Tourism (GP-14)**
Program:	Hospitality Awareness Seminars
Aim:	To educate members of the hospitality industry about local history, attractions and services of potential interest to visitors. Workshops are oriented toward specific needs and given at the request of hospitality industry operators.
Type and duration:	Seminar: 1 day
Entrance requirements:	Employees in the hospitality industry

Organization:	**Saskatchewan Department of Tourism and Renewable Resources (GP-26)** **Tourism Development Branch**
Program:	Accent Hospitality
Aim:	A three-component program designed to improve hospitality and raise the overall level of interest of residents and visitors in travel opportunities within the province. The first component is a mobile training unit that travels to the vicinity of the tourism establishment and provides training sessions covering the major areas of hospitality services. Instruction is tailored to the requirements of individual establishments. The second component deals with hospitality awareness, to motivate and recognize travel industry personnel and to encourage active participation in the process. The third is an advertising component promoting in-province travel by Saskatchewan residents.
Type and duration:	Vary
Entrance requirements:	Vary

In-Industry Training

Organization: Air Canada

Program: Travel Agency Tariff Ticketing Courses
Aim: To offer a variety of training programs for employees in travel agencies. Training is available to employees who are relatively new to the business, and at intermediate and advanced levels. Prerequisites to attend vary, depending on subject matter in programs.
Type and duration: Vary
Entrance requirements: Vary
Contact: Local Air Canada Sales Offices or Air Canada's Regional Training and Development Managers (I-1)

Organization: Canadian Pacific Airlines

Program: Route Awareness Program and Technical Training Seminars
Aim: The Route Awareness Program consists of a two-hour program covering fares, advertising and vacation sales development. CP Air also provides one-day seminars for commercial accounts. Subject matter is either technical or a combination of technical and CP Air Awareness Training. Training of selected general agents in certain overseas locations consists of two- or three-day seminars on technical subjects.
Type and duration: Vary
Entrance requirements: Travel agents
Contact: District Sales Office, Canadian Pacific Airlines (I-2)

Organization: Canadian Pacific Airlines

Program: Tariff and Ticketing Training
Aim: A series of basic and advanced domestic and international tariff and ticketing courses for travel agents, conducted in various North American cities at the request of local sales offices. The purpose is to provide technical training assistance to travel agents and at the same time to act as a sales tool to generate additional revenue for CP Air.
Type and duration: Travel Counselling Upgrading Seminars: 3 days:
Domestic - 2 seminars (elementary and advanced - only one seminar offered per year)
International - 2 seminars (elementary and advanced - only one seminar offered per year)
Entrance requirements: Travel agents
Contact: District Sales Office, Canadian Pacific Airlines (I-2)

Organization: Ponderosa Inc.

Program: Ponderosa Operational Development (POD)
Aim: A training program designed to prepare all new management personnel to become fully qualified professional Ponderosa Assistant Managers.
Type and duration: Vary

Entrance requirements:	All new management personnel of Ponderosa Steakhouse establishments
Contact:	Director of Training, Foodex Inc. (I-7)

Organization:	**Foodex Inc.**
Program:	Frank Vetere's Management Training Program
Aim:	To familiarize management personnel with the basic skills in managing a Frank Vetere's Pizzeria by providing a working knowledge and understanding of the requirements of the various job areas and the preparation and presentation of menu items; to develop the ability to work with and in view of the public.
Type and duration:	Vary
Entrance requirements:	Management personnel of Frank Vetere's Pizzerias
Contact:	Director of Training, Foodex Inc. (I-7)

Organization:	**Pacific Western Airlines**
Program:	Domestic Ticketing Course
Aim:	To provide upgrading training for travel agents several times a year.
Type and duration:	Day: 1 week
Entrance requirements:	Travel agents
Contact:	Pacific Western Airlines (I-11)

Contacts and Addresses

Trade and Professional Organizations

NATIONAL TRADE AND PROFESSIONAL ORGANIZATIONS (O)

Air Transport Association of Canada
Suite 747
99 Bank Street
Ottawa, Ontario K1P 6B9

(O-1) Alliance of Canadian Travel Associations (ACTA)
Suite 1207, 130 Albert Street
Ottawa, Ontario K1P 5G4

Aim: To represent retail agency outlets, wholesale companies, travel service suppliers and other businesses engaged in providing a travel service from coast to coast across Canada and to act as a voice for much of Canada's travel and tourism industry. Its purpose is the promotion and advancement of the travel industry while safeguarding the travelling public from unethical business practices. Provincial associations have been incorporated in each region of Canada. All provincial matters are dealt with by the Provincial Associations and national and international matters by ACTA, the federal body. Provincial Associations include:

ACTA-Alberta (formerly Association of Travel Agents of Alberta-ATAA)
ACTA-Atlantic (formerly Atlantic Travel Industry Conference-ATIC)
ACTA-British Columbia (formerly Association of Travel Agents of British Columbia-ATABC)
ACTA-Manitoba (formerly Manitoba Travel Industry Association-MTIA)
ACTA-Ontario (formerly Ontario Travel Industry Conference-OTIC)
ACTA-Québec (formerly Québec Association of Travel Agents-QATA)
ACTA-Saskatchewan (formerly Saskatchewan Association of Travel Agents-SATA)

(O-2) Allied Boating Association of Canada
Suite 210, 4800 Dundas Street West
Islington, Ontario M9A 1B1

Association for Specialized Services
Involving Special Travelers (ASSIST)
Suite 1208, 67 Yonge Street
Toronto, Ontario M5E 1J8

Associations of Canadian Franchisers
44 Laird Drive
Toronto, Ontario M4G 3T2

Association of Universities and Colleges of Canada (AUCC)
Information Division
151 Slater Street
Ottawa, Ontario K1P 5N1

Aim: The national organization of degree granting institutions in Canada organized: to promote national co-operation among the universities, to co-ordinate some of their activities and to provide certain centrally administered services; to act as a clearing house for information about Canadian higher education.

(O-3) Association Technique du Tourisme (ATT)
C.P. 800, Succursale A
Montréal, Québec H3C 3L4

Aim: This technical association for tourism serves as a forum where various sectors and disciplines may meet, talk and exchange views. ATT is also an information network which allows members to receive various publications and to get news of their colleagues.

(O-4) Bakery Council of Canada
Suite 1101, 130 Bloor Street West
Toronto, Ontario M5S 2X7

Bartenders Association of Canada (BAC)
P.O. Box 1135, Adelaide Street Post Office
Toronto, Ontario M5C 2K5

Aim: To educate the bartender so that he or she is a better representative to the public. Individuals with three years' experience as cocktail bartenders are eligible for membership.

Canada Council
P.O. Box 1047
255 Albert Street
Ottawa, Ontario K1P 5V8

Canada West Ski Areas Association
Suite 103, 3313 - 32nd Avenue
Vernon, British Columbia V1T 2M8

Aim: To foster, stimulate and promote the sport of skiing and activities related to the sport in a safe and sensible manner; to further and protect the legitimate interest of ski areas and tramway operators in western Canada; to promote and upgrade the standards of safety and operation of ski areas and other commercial passenger aerial tramways in western Canada.

(O-5) Canadian Administrative Housekeepers Association
P.O. Box 3340, Station C
Ottawa, Ontario K1Y 4J5

Aim: To advance the science and research of institutional housekeeping techniques; to promote education for the benefit of its members and the industry throughout Canada in the administrative housekeeping field; and to promote good health and well-being of all.

Canadian Association for Disabled Skiing
2639 Portage Avenue
Winnipeg, Manitoba R3J 0P7

Canadian Association of Convention Bureaux
63 Dalewood Crescent
Hamilton, Ontario L8S 4B5

Canadian Association of Exhibitions
P.O. Box 409, Station C
Toronto, Ontario M6J 3P5

Canadian Automobile Association
1775 Courtwood Crescent
Ottawa, Ontario K2C 3J2

Canadian Bureau for International Education
141 Laurier Avenue West
Ottawa, Ontario K1P 5J3

Aim: The bureau is a resource centre for educational institutions, organizations and individuals concerned with international education within Canada and abroad. It works in two principal areas: foreign student affairs and educational travel for Canadians in Canada and abroad.

Canadian Country Vacations Association
R.R. #2
Vankleek Hill, Ontario K0B 1R0

(O-6) Canadian Dietetic Association
Suite 214, 7 Pleasant Boulevard
Toronto, Ontario M4T 1K2

(O-7) Canadian Federation of Chefs de Cuisine
P.O. Box 1015, Station "B"
Toronto, Ontario M5T 2T9

Aim: To improve the professional standards of Canada's chefs and associated professions and to encourage young people to enter the profession through the development of national training systems and certification procedures.

Canadian Food Processors Association
Suite 1409, 130 Albert Street
Ottawa, Ontario K1P 5G4

(O-8) Canadian Food Service Executives Association
Suite 1711
25 Adelaide Street East
Toronto, Ontario M5C 1Y6

Aim: Chapters in the major cities across Canada bring together food and beverage managers and purchasing agents to discuss career up-grading and operating techniques. The association also provides a number of scholarships to students in college training.

(O-9) Canadian Frozen Food Association
Suite 1409, 130 Albert Street
Ottawa, Ontario K1P 5G4

(O-10) Canadian Hospitality Institute
Suite 1711, 25 Adelaide Street East
Toronto, Ontario M5C 1Y6

Aim: To contribute to the enrichment of the profession of hospitality in Canada by: helping to promote the general advancement of

education; contributing to the exchange of ideas within the profession; personally observing an ethical code of professional practice; and by offering co-operation and assistance to other associations to help resolve some of the diverse problems of the hospitality industry. The institute produces a journal on a regular basis containing articles on tourism and hospitality industry conditions in Canada.

Canadian Hostelling Association
Tower A, Third Floor
333 River Road
Ottawa, Ontario K1L 8B9

Canadian Institute of Food Service and Technology
Suite 38, 46 Elgin Street
Ottawa, Ontario K1P 5K6

(O-11) Canadian Institute of Travel Counsellors (CITC)
Suite 302, 2333 Dundas Street West
Toronto, Ontario M6R 3A6

Aim: CITC represents the interests and aspirations of more than 2,400 Canadians directly involved in the travel industry. Members belong to one of six provincial and regional institutes, which in turn are represented on the national level. Individuals who are full members of CITC have met experience requirements, passed a qualification examination and earned the CTC (Certified Travel Counsellor) designation. Associate members are working toward their CTC status. Like its constituent institutes, CITC is dedicated to increased professionalism in the travel business. The institute accredits those travel programs that have met certain requirements and seem capable of producing competent, qualified graduates.

Canadian Labour Congress
5th Floor, 2841 Riverside Drive
Ottawa, Ontario K2P 1B6

Canadian Meat Council
Suite 304, 5233 Dundas Street West
Islington, Ontario M9B 1A6

Canadian Motor Coach Association
c/o Gray Coach Lines Ltd.
700 Bay Street, 20th Floor
Toronto, Ontario M5G 2B6

(O-12) Canadian National Sportsmen's Shows
201 - 4547 East Hastings Street
Burnaby, British Columbia V5C 2K3

Aim: A federally-chartered, non-profit organization that donates its proceeds to Canadian conservation research projects and outdoor education.

(O-13) Canadian Parks and Recreation Association
333 River Road
Ottawa, Ontario K1L 8B9

Aim: A non-profit service, research and education organization actively engaged in enhancing the quality of life of all Canadians through the stimulation and advancement of national, provincial, regional and municipal parks, recreation and leisure services, facilities and programs in Canada.

(O-14) Canadian Restaurant and Foodservices Association (CRFA)
Suite 904, 80 Bloor Street West
Toronto, Ontario M5S 2V1

Aim: A non-profit membership organization operating on a national level as well as through ten incorporated provincial affiliates. The CRFA represents the interests and needs of its members in a wide range of legislative and regulatory matters affecting the industry. For further information, contact CRFA or provincial affiliates.

Canadian Restaurant Association Foundation
69 King George's Road
Toronto, Ontario M6K 1L8

Aim: To administer annual industry-sponsored scholarship and bursary programs and to foster the development of statistically relevant studies within the Canadian hospitality industry.

(O-15) Canadian Sanitation Standards Association
P.O. Box 6090, Station A
Toronto, Ontario M5W 1P5

Canadian Ski Area Operators' Association
5201 - 26th Street
Vernon, British Columbia V1T 7C4

Canadian Ski Association
333 River Road
Ottawa, Ontario K1L 8B9

Canadian Ski Council
360, carré d'Youville
Montréal, Québec H2Y 2B6

(O-16) Canadian Ski Instructors Alliance
Suite 645, 3300, boulevard Cavendish
Montréal, Québec H4B 2M8

Aim: To serve as the certifying body for ski instructors and to provide a staffing information service for the placement of certified ski instructors in Canada's recreation industry.

(O-17) Canadian Sporting Goods Association
Suite 702, 1315 boulevard de Maisonneuve ouest
Montréal, Québec H3G 1M6

Canadian Tourism/Hospitality Advisory Council on Human Resources
235 Queen Street, 4th Floor East
Ottawa, Ontario K1A 0H6

Aim: To be a liaison mechanism for interprovincial activities related to manpower, education and training with the tourism/hospitality industry; to encourage the establishment and improvement of standards; to encourage and engage in research and to publicize improvements and developments to governments and industry. The committee also acts as an information exchange centre, publishing a Newsletter four times a year. The committee reports annually to the Canadian Conference of Tourism Officials.

Canadian Vocational Association
Suite 608, 251 Bank Street
Ottawa, Ontario K2P 1X3

Canadian Wine Institute
Suite 2104, 1 Yonge Street
Toronto, Ontario M5E 1E5

Discovering Camping Ontario
Suite 512, 55 York Street
Toronto, Ontario M5J 1S2

Heritage Canada Foundation
P.O. Box 1358, Station B
Ottawa, Ontario K1P 5R4

(O-18) Hotel and Restaurant Suppliers Association
474, rue St-Alexis
Montréal, Québec H2Y 2B6

Hotel Association of Canada Inc.
300 Power Building
428 Portage Avenue
Winnipeg, Manitoba R3C 0E2

(O-19) Interdélégations des Anciens Élèves d'Écoles hôtelières au Canada
C.P. 6053, Succursale A
Montréal, Québec H3C 3A7

(O-20) National Hotel, Restaurant and Institution Suppliers Association
474, rue St-Alexis
Montréal, Québec H2Y 2B6

(O-21) National Ski Industries Association
306A, carré d'Youville
Montréal, Québec H2Y 2B6

Resorts Ontario
Sundial Drive East
Orillia, Ontario L3V 6H1

Resort Timesharing Council of Canada
Suite 1903, Box 12
Toronto Dominion Centre
Toronto, Ontario M5K 1A8

(O-22) Sport Information Resource Centre
Coaching Association of Canada
333 River Road
Ottawa, Ontario K1L 8B9

(O-23) Tourism Industry Association of Canada (TIAC)
Suite 1016, 130 Albert Street
Ottawa, Ontario K1P 5G4

Aim: A national, non-profit organization serving the total Canadian tourism industry. In co-operation with provincial and territorial industry associations, TIAC acts as the spokesman and the conscience of the travel/tourism industry within Canada and makes its views known respecting public issues that cover its area of interest.

Travel and Tourism Research Association in Canada
University of Calgary
Division of Travel and Tourism
Calgary, Alberta T2N 1N4

PROVINCIAL/REGIONAL TRADE AND PROFESSIONAL ORGANIZATIONS (OP)

ALBERTA

(OP-1) ACTA - Alberta (Association of Travel Agents of Alberta-ATAA)
c/o Whiteside World Travel
717 - 7th Avenue S.W.
Calgary, Alberta T2P 0Z3

Aim: To promote education and professionalism in the industry, to act as a sounding board for consumer complaints and to react to trade and industry matters that are provincial in nature. Individuals having ATC or IATA appointments are eligible for membership.

(OP-2) Alberta Hotel Association
804 - 10080 Jasper Avenue
Edmonton, Alberta T5J 1V9

(OP-3) Alberta Motel Association
P.O. Box 5262, Station E
Edmonton, Alberta T5P 4C5

Alberta Outfitters Association
132 Banff Avenue
Banff, Alberta TOL 0C0

(OP-4) Alberta Restaurant and Foodservices Association
Suite 121, 1330 - 15th Avenue S.W.
Calgary, Alberta T3C 3N6

Aim: To be the voice for the restaurant and foodservice industry to government at all levels; to upgrade management and employee skills within the industry; to promote a positive image of the industry to the public as a potential career opportunity; and to facilitate improved profitability.

Canadian Institute of Travel Counsellors of Alberta
c/o Grant MacEwan Community College
P.O. Box 1796
Edmonton, Alberta T4J 2P2

Tourism Industry Association of Alberta
Suite 201, 720 - 7th Avenue S.W.
Calgary, Alberta T2P 0Z1

Travel Industry Association of Alberta (TIALTA)
Airways South Business Centre
No. 102-3016-19th Street N.E.
Calgary, Alberta T2E 6Y9

ATLANTIC PROVINCES

See individual provinces

See also ACTA-Atlantic, under Prince Edward Island

BRITISH COLUMBIA

(OP-5) ACTA - British Columbia (Association of Travel Agents of British Columbia-ATABC)
Suite 700, 675 West Hastings Street
Vancouver, British Columbia V6B 1N2

Aim: Provincial association representing travel agents and tour operators in British Columbia and presenting seminars during the year.

British Columbia Chefs Association
c/o the Inn at Bosman Place
1733 Comox Street
Vancouver, British Columbia V6G 1P6

(OP-6) British Columbia Hotels Association
First Floor, Hotel Vancouver
900 West Georgia Street
Vancouver, British Columbia V6C 1P9

(OP-7) British Columbia Hotels, Resorts and Trailer Parks Association
P.O. Box 94449
Richmond, British Columbia V6Y 2A8

(OP-8) British Columbia Restaurant and Foodservices Association
1267 Kingsway
Vancouver, British Columbia V5V 3E2

(OP-9) Canadian Institute of Travel Counsellors of British Columbia
c/o P. Lamson Travel
4155 Arbutus Street
Vancouver, British Columbia V6J 4R1

Aim: To elevate the status and increase the prestige of persons engaged in the travel agency industry in Canada by: establishing higher educational and professional standards in the travel agency field; administering a formal educational training program designed to raise the level of individual travel agent competence in pertinent fields of knowledge; and creating and enforcing regulations, to endeavour to protect the public from any possible malpractice by its members. Travel counsellors designated as certified travel agents working in a travel agency or travel related business located in British Columbia are eligible for membership.

(OP-10)Outdoor Recreation Council of British Columbia
1200 Hornby Street
Vancouver, British Columbia V6Z 2E2

Aim: A non-profit organization that works on behalf of 38 provincial outdoor recreation organizations to promote outdoor recreation, conservation and education among British Columbians.

(OP-11)Southwestern British Columbia Tourist Association
P.O. Box 96449
Richmond, British Columbia V6Y 2A8

Aim: To promote, publicize and service the southwestern portion of British Columbia to provide for a healthy tourist industry, working in close co-operation with the appropriate departments of the Government of British Columbia.

Tourism Industry Association of British Columbia (TIABC)
c/o Sheraton-Landmark Hotel
1400 Robson Street
Vancouver, British Columbia V6G 1B9

Wine Council of British Columbia
6000 Lochsheven Drive
Victoria, British Columbia V8M 4J5

MANITOBA

(OP-12)ACTA - Manitoba (Manitoba Travel Industry Association-MTIA)
Box 54, St. Boniface Postal Station
200 Provencher Boulevard
Winnipeg, Manitoba R2H 3B4

Aim: To provide a good working relationship among all members of the travel industry and government. Membership includes travel agencies, airlines, tour wholesalers, U-drive companies and hotel chains. The Education Committee runs several day seminars throughout the year.

(OP-13)Canadian Institute of Travel Counsellors of Manitoba
P.O. Box 2007
Winnipeg, Manitoba R3C 3R3

(OP-14)Manitoba Hotel Association
300 - 428 Portage Avenue
Winnipeg, Manitoba R3C 0E2

Aim: To represent the views of persons engaged in the hotel business in Manitoba; to originate and promote improvements in the laws as they relate to the industry; and to provide an interchange of information that will be of assistance in conducting the hotel business on the best financial and moral lines.

Manitoba Restaurant Association
608 Donald Street
Winnipeg, Manitoba R3C 1L6

Tourism Industry Association of Manitoba (TIAM)
226, 375 York Avenue
Winnipeg, Manitoba R3C 3J3

Tourist and Convention Association of Manitoba
225, 375 York Avenue
Winnipeg, Manitoba R3C 3J3

NEW BRUNSWICK

(OP-15)Hospitality New Brunswick
349 King Street
Fredericton, New Brunswick E3B 1E4

Aim: A private-sector association representing primarily accommodation and food service operators. Being very much interested in training and upgrading in the hospitality industry, the association sponsors a sanitation training program and a variety of seminars throughout New Brunswick.

NEWFOUNDLAND

(OP-16)Motel-Motel Association of Newfoundland and Labrador
P.O. Box 581, Station C
St. John's, Newfoundland A1C 5K8

(OP-17)Newfoundland Restaurant and Foodservices Association
137 La Marchant Road
St. John's, Newfoundland A1C 2H3

Tourism Industry Association of Newfoundland
and Labrador (TIANLAB)
c/o P.O. Box 581, Station C
St. John's, Newfoundland A1C 5K8

NORTHWEST TERRITORIES

(OP-18)Travel Industry Association of the Northwest Territories
P.O. Box 506
Yellowknife, Northwest Territories X0E 1H0

Aim: To update the industry on what is happening in the Northwest Territories through special sessions with guest speakers and workshops on training and educational needs of the travel industry.

NOVA SCOTIA

Bicycle Nova Scotia
6113 Oakland Road
Halifax, Nova Scotia B3J 1P1

Canadian Hosteling Association - Nova Scotia
P.O. Box 3010 South
5516 Spring Garden Road
Halifax, Nova Scotia B3J 3G6

(OP-19)InnKeepers Guild of Nova Scotia
5871 Spring Garden Road
Halifax, Nova Scotia B3H 1Y2

Nova Scotia Campground Owners Association
Oakhill Pines Camp and Trailer Park
R.R. #7
Bridgewater, Nova Scotia B4V 3J5

Nova Scotia Farm and Country Vacation Association
Hall's Harbour
King's Country, Nova Scotia

Retail Gasoline Dealers of Nova Scotia
3083 Kempt Road
Halifax, Nova Scotia B3K 4W9

Nova Scotia Restaurant and Foodservices Association
5781 Spring Garden Road
Halifax, Nova Scotia B3H 1Y2

Beverage Room Association of Nova Scotia
14 Slater Street
Dartmouth, Nova Scotia B3A 1Z7

Checks Inn Ltd.
5871 Spring Garden Road
Halifax, Nova Scotia B3H 1Y2

Nova Scotia Sailing Association
R.R. #3
Lunenburg, Nova Scotia B0J 2C0

Nova Scotia Ski Areas Association
R.R. #3
Windsor, Nova Scotia B0N 2T0

Tourism Industry Association of Nova Scotia (TIANS)
5871 Spring Gorden Road
Halifax, Nova Scotia B3H 1Y2

ONTARIO

(OP-20)ACTA - Ontario (Ontario Travel Industry Conference-OTIC)
Suite 4020, 3080 Yonge Street
Toronto, Ontario M4N 3N1
Aim: To act as a provincial spokesman for the travel industry in Ontario and to provide an information service to members and the public.

(OP-21)Canadian Institute of Travel Counsellors of Ontario
67 Yonge Street
Toronto, Ontario M5E 1J8

Aim: To set the standard of travel counselling in Canada through the administration of a formal educational program for travel counsellor certification with CTC designation; to operate seminars and short courses designed to update and/or broaden the travel counsellor's skills and knowledge; to state the professional competence and status of its members and to further efforts to protect both the travel counsellor and the consumer of travel services.

Northern Ontario Tourist Outfitters Association
P.O. Box 1140
North Bay, Ontario P1B 8K4

Ontario Association of Hospitality Accountants
415 Jarvis Street
Toronto, Ontario M5R 2G1

(OP-22)Ontario Hotel and Motel Association
Suite 601, 10 St. Mary Street
Toronto, Ontario M4Y 1P9

Ontario Marina Operators Association
Bracebridge, Ontario P0B 1C0

(OP-23)Ontario Motel Association
943 Oriole Drive
Peterborough, Ontario K9H 6K6

Ontario Private Campground Association
Suite 306, 130 Merton Street
Toronto, Ontario M4S 1A4

Ontario Research Council on Leisure (ORCOL)
c/o Recreation Services Unit
Sports and Recreation Branch
Ministry of Culture and Recreation
Eighth Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9

Aim: To stimulate and facilitate research and the application of its findings related to leisure and recreation, particularly in terms of the needs of Ontario. To advise the Ontario provincial government on the development and promotion of research related to leisure and recreation as a critical phenomenon of contemporary society, and to perform a liaison role with other government agencies and committees involved in related activities.

Ontario Restaurant and Foodservices Association
Suite 302, 170 Bloor Street West
Toronto, Ontario M5S 1T9

(OP-24)Ontario Ski Council
160 Vanderhoof Avenue
Toronto, Ontario M5G 4B8

Aim: To provide services to five member organizations; to develop programs to increase participation; and to provide an information service to the public.

Ontario Ski Resort Association
17 Mill Street
Willowdale, Ontario M2B 1B3

(OP-25)Ontario Snowmobile Industry Association
c/o Ontario Federation of Snowmobile Clubs
P.O. Box 318
Port Sydney, Ontario P0B 1LC

Parks and Recreation Federation of Ontario
8 York Street, Second Floor
Toronto, Ontario M5J 1R4

Aim: An umbrella organization representing the interests of five professional associations related to recreation services.

Private Career Education Council of Ontario
Mr. Michael George, Executive Director
c/o Control Data Institute
50 Hull Crown Place
Willowdale, Ontario M2J 1P7

Aim: A council of private training institutions devoted to maintaining excellence in career education. All member schools have been registered and approved by the Ontario Ministry of Education.

(OP-26)Resorts Ontario
Sundial Drive East
P.O. Box 2148
Orillia, Ontario L3V 6S1

Tourism Ontario Inc.
Suite 801, 180 Bloor Street West
Toronto, Ontario M5S 2V6

Aim: A private, non-profit federation of 20 hospitality and travel associations that acts as a voice to all levels of government on issues and common interests and concerns of Ontario's travel and hospitality industry; to promote and encourage the development of the industry and fuller utilization of existing travel hospitality and recreational facilities in Ontario.

(OP-27)Wine Council of Ontario
Suite 2104, 1 Yonge Street
Toronto, Ontario M5E 1E5

Aim: Trade association representing the wineries of Ontario.

PRINCE EDWARD ISLAND

(OP-28)ACTA - Atlantic (Atlantic Travel Industry Conference-ATIC)
P.O. Box 1030
Charlottetown, Prince Edward Island C1A 7N4

Tourism Industry Association of Prince Edward Island (TIAPEI)
P.O. Box 2050, 64 University Avenue
Charlottetown, Prince Edward Island C1A 7N7

QUEBEC

(OP-29)Association des Restaurateurs du Québec (ARQ)
2161, rue Ste-Catherine est
Montréal, Québec H2K 2H9

Aim: To promote and represent the concerns of restaurateurs in Québec.

Association Touristique du Coeur du Québec
179, rue Bonaventure
Trois-Rivières, Québec G9A 5M4

Canadian Institute of Travel Counsellors (Québec and Atlantic Provinces)
Suite 16A, 1010, rue Ste-Catherine ouest
Montréal, Québec H3B 1E7

Hotel Sales Management Association International
Québec Chapter
Le Chantecler Hôtel
Ste-Adèle, Québec J0R 1L0

Professional Corporation of Dietitians of Québec
934, rue Ste-Catherine est
Montréal, Québec H2L 2E9

Québec Association of Travel Agents
410, boulevard Henri Bourassa
Montréal, Québec H3L 1C4

Québec Brewers Institute
Suite 724, 1080, côte du Beaver Hall
Montréal, Québec H2Z 1S8

Québec Hotel Association
Suite 410, 1500, rue Stanley
Montréal, Québec H3A 1R3

La Société des Chefs de Cuisine et Pâtissiers du Québec
Suite 205, 1500, rue Stanley
Montréal, Québec H3A 1R3

SASKATCHEWAN

(OP-30)ACTA - Saskatchewan (Saskatchewan Association of Travel Agents-SATA)
c/o Raidy Travel Ltd.
1923 Hamilton Street
Regina, Saskatchewan S4P 2C7

Aim: To promote and enhance a qualified professional service to the consumer.

Canadian Institute of Travel Counsellors of Saskatchewan
P.O. Box 400
Rosetown, Saskatchewan S0L 2V0

Hotels Association of Saskatchewan
404 Guaranty Trust Building
220 - 11th Avenue
Regina, Saskatchewan S4P 0J3

Tourism Saskatchewan
P.O. Box 3022
Regina, Saskatchewan S4P 3G7

Travel Industry Association of Saskatchewan
c/o Western Development Museum, Box 1910
Saskatoon, Saskatchewan S7K 3S5

YUKON

Klondike Visitors Association
Box 389
Dawson City, Yukon Y0B 1G0

(OP-31)Yukon Visitors Association (YVA)
TraveLodge Mall
102-302 Steele Street
Whitehorse, Yukon Y1A 2C5

INTERNATIONAL TRADE AND PROFESSIONAL ORGANIZATIONS (OI)

American Bus Association
1025 Connecticut Avenue N.W.
Washington, D.C., U.S.A. 20036

(OI-1) American Hotel and Motel Association
Educational Institute
Stephen S. Nesbitt Building
Michigan State University
1407 South Harrison Road
East Lansing, Michigan, U.S.A. 48823

American Society of Association Executives
1575 - I Street N.W.
Washington, D.C., U.S.A. 20005

American Society of Travel Agents Inc.
711 Fifth Avenue
New York, New York, U.S.A.

Council on Hotel, Restaurant and Institutional Education Inc.
Human Development Building, Room 12
University Park, Pennsylvania, U.S.A. 16802

Aim: To serve the interests of hospitality education for present and future students enrolled in hotel, restaurant and institutional courses by keeping up to date on the rapidly expanding industry's new and changing technology.

European Travel Commission
P.O. Box 536
Dublin 8, Ireland

Federation of International
Youth Travel Organizations
c/o SSTS 81 Island Brygge
2300 Copenhagen S., Denmark

Foodservice Consultants Society International
c/o C. Russel Hickle
13227 - 8th Avenue N.W.
Seattle, Washington, U.S.A. 98177

(OI-2) HORECA International
34 Englischviertelstrasse
Zurich, Switzerland CH-8032

Aim: HORECA stems from the first two letters of each of three international words: Hotel, Restaurant and Cafe. HORECA International is the international association of all hotels, restaurants and cafe owners' associations from around the world and is an organization dedicated to discussion and direction regarding international problems within the hotel and restaurant and food services areas.

Hotel, Catering and Institutional Management Association
191 Trinity Road
London, England SW17 7HN

Hotel Sales Management Association
Suite 1100, 362 Fifth Avenue
New York, New York, U.S.A. 10001

(OI-3) International Air Transport Association
Bank Settlement Plan-Canada
P.O. Box 550
1000, rue Sherbrooke ouest
Montréal, Québec H3A 2R4

Aim: Standard ticketing and central settlement of air transport sales by travel agents on behalf of BSP-Canada participating airlines.

For publications write to:
Traffic Services Department
International Air Transport Association
1000, rue Sherbrooke ouest
Montréal, Québec H3A 2R4

(OI-4) International Association of Scientific Experts in Tourism
C.P. CH30001
Berne, Switzerland

Aim: To promote scientific activity in the tourism field through training and research.

International Bureau of Social Tourism
7 boulevard de l'Impératrice
Gare Centrale
Brussels 1, Belgium

International Congress and Convention Association
J.W. Brouwersplein 27
P.O. Box 5343
Amsterdam, Netherlands

International Youth Hostel Federation
Midland Bank Chambers
Howardsgate, Welwyn Garden City
Herts., England AL8 6BT

Meeting Planners International
3719 Roosevelt Boulevard
Middletown, Ohio, U.S.A. 45042

National Industrial Recreation Association
20 North Wacker Drive
Chicago, Illinois, U.S.A. 60606

(OI-5) National Restaurant Association (NRA)
One IBM Plaza, Suite 2600
Chicago, Illinois, U.S.A. 60611

Aim: To act as a catalyst for the American food service industry in areas concerning legislation, training and industry improvement. NRA also offers specialised training programs and workshops throughout the year. With the implementation of the Project Hospitality Program, NRA is able to provide small operators with management tools that they might otherwise be unable to afford.

National Tour Brokers Association
120 Kentucky Avenue
Lexington, Kentucky, U.S.A. 40502

Organization of American States
17th Street and Constitution Avenue N.W.
Washington, D.C., U.S.A.

Organization for Economic Co-operation and Development (OECD)
2, rue André Pascal
Paris, France 75775

Pacific Area Travel Association
228 Grant Avenue
San Francisco, California, U.S.A. 94108

Society of American Travel Writers Association
Suite 940, 1120 Connecticut Avenue
Washington, D.C., U.S.A. 20036

Society of Incentive Travel Executives
136 West 52nd Street
New York, New York, U.S.A. 10019

(OI-6) The Travel Research Association
c/o Mari Lou Wood, Executive Secretary
Bureau of Business Research
University of Utah
P.O. Box 8066, Foothill Station
Salt Lake City, Utah, U.S.A. 84108

Aim: An international organization devoted to improving the quality and effectiveness of travel research.

(OI-7) Travel Reference Center
The Travel Research Association
c/o Miss Karen Dickie
Business Research Division
University of Colorado
Boulder, Colorado, U.S.A. 80302

Union of International Associations
1, rue aux Laines
1000 Brussels, Belgium

United States Tour Operators Association
Suite 1703, 2 West 45th Street
New York, New York, U.S.A.

United States Travel Service
1899 L Street N.W.
Washington, D.C., U.S.A. 20036

Universal Federation of Travel Agents' Associations
30, avenue Marnix
1050 Brussels, Belgium

World Association of Cooks' Societies
3465 Rankin Avenue
Windsor, Ontario, Canada N9E 3C4

World Association for Professional Training in Tourism
105, rue Saint-Lazare
Paris, France 75009

World Association of Tourism Training
22 Hillcrest Avenue
Willowdale, Ontario, Canada M2N 3M5

(OI-8) World Tourism Organization
Secretary-General
Capitan Haya, 42
Madrid 16, Spain

Aim: To clarify the implications of tourism for present-day national and international society, with regard to the individual human relations within countries and also among nations; to bring out responsibilities incumbent on governments, extending beyond the purely economic and commercial aspects of tourism; and to assert government responsibility for the quality of tourist products at the stages of production, distribution and consumption, ensuring that the basic social purpose is not lost sight of.

World Tourism Organization
International Centre for Advanced Tourism Studies (CIEST)
Apartado Postal 88-85
San Jeronomo Lidice
Mexico 20 D.F., Mexico

Government Departments and Agencies

FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES (G)

(G-1) Agriculture Canada
Information Services
Room 122, Sir John Carling Building
Ottawa, Ontario K1A 0C7

(G-2) Ministry of State for Economic Development
P.O. Box 9500
Ottawa, Ontario K1A 1E7

(G-3) Department of Consumer and Corporate Affairs
Communications Services
Phase I, Place du Portage
50, rue Victoria
Hull, Québec K1A 0C9

Mailing Address:
Ottawa, Ontario K1A 0C9

(G-4) Canada Employment and Immigration Commission
Head Office
Fourth Floor, Phase 4, Place du Portage
Hull, Québec

Mailing Address:
Ottawa, Ontario K1A 0J9

Canada Employment and Immigration Commission
Labour Market Planning and Adjustment Branch
Fourth Floor, Phase 4, Place du Portage
Hull, Québec

Canada Employment and Immigration Commission
Youth Employment Programs Division
Fifth Floor, Phase 4, Place du Portage
Hull, Québec

Energy, Mines and Resources Canada
Energy Conservation and Oil Substitution Branch
Ottawa, Ontario K1A 0E4

Energy, Mines and Resources Canada
Conservation and Renewable Energy Office
Bank of Montreal Tower
5th Floor, Suite 503
5151 George Street
Halifax, Nova Scotia B3J 1M5

Environment Canada
Parks Canada
Information Services
10 Wellington Street
Hull, Québec K1A 1G2

Environment Canada
Parks Canada
Historic Properties
Upperwater Street
Halifax, Nova Scotia B3J 1S9

(G-5) Federal Business Development Bank
Head Office
901 Victoria Square
Montreal, Quebec M2Z 1R1

Regional Offices:

Nova Scotia
Suite 710, Cogswell Tower,
Scotia Square
Halifax, Nova Scotia B3J 3K1

Ontario
250 University Avenue
Toronto, Ontario M5H 3E5

Prairie and Northern Region
161 Portage Avenue
Winnipeg, Manitoba R3B 0Y4

Quebec
4600 Place Victoria
800, carré Victoria
Montréal, Québec H4Z 1C8

Newfoundland
Scotiabank Building
P.O. Box 8521, Station A
St. John's, Newfoundland A1B 3N9

Northern Ontario District
405 Queen Street East
Sault Ste. Marie, Ontario P6A 1Z5

British Columbia
900 West Hastings Street
Vancouver, British Columbia V6C 1E7

Department of Finance
Place Bell Canada
Ottawa, Ontario K1A 0G5

(G-6) Department of Fisheries and Oceans
Small Craft Harbours Branch
240 Sparks Street, Sixth Floor
Ottawa, Ontario K1A 0E6

Department of Fisheries and Oceans
Small Crafts Harbours Branch
P.O. Box 550
Halifax, Nova Scotia B3J 2S7

Fitness and Amateur Sport Canada
365 Laurier Avenue West
Journal Building, South Tower
Ottawa, Ontario K1A 0E6

(G-7) Department of Indian and Northern Affairs
Economic and Employment Development Branch
North Tower, Room 1703
Les Terrasses de la Chaudière
Hull, Québec

Mailing Address:
Ottawa, Ontario K1A 0H4

Regional Offices:

Atlantic
P.O. Box 160
40 Havelock Street
Amherst, Nova Scotia B4H 3Z3

Quebec
1141 Route de l'Eglise
C.P. 8300
Québec, Québec G2Z 4C7

Ontario
55 St. Clair Avenue East
Toronto, Ontario M4T 2P8

Manitoba
275 Portage Avenue, Room 1100
Winnipeg, Manitoba R3B 3A3

Saskatchewan
Woodbine Place
2332 - 11th Avenue
Regina, Saskatchewan S4P 2G7

Alberta
9942 - 108 Street
Edmonton, Alberta T5K 2J5

British Columbia
P.O. Box 10061, Pacific Centre Ltd.
700 West Georgia Street
Vancouver, British Columbia V7Y 1C1

Yukon
Room 115
Federal Building
Whitehorse, Yukon Y1A 2B5

Northwest Territories
5110A - 50th Avenue
P.O. Box 2760
Yellowknife, Northwest Territories X1A 1C9

(G-9) Department of Regional Industrial Expansion
235 Queen Street
Ottawa, Ontario K1A 0H5

Regional Offices:

Newfoundland
90 O'Leary Ave.
P.O. Box 8950
St. John's, Newfoundland A1B 3R9

Ontario
1 First Canadian Place
Suite 4840
P.O. Box 98
Toronto, Ontario M5X 1B1

Nova Scotia
P.O. Box 940, Station M
Halifax, Nova Scotia B3Y 4B9

Manitoba
3 Lakeview Square, 4th Floor
185 Carlton Street
P.O. Box 981
Winnipeg, Manitoba R3C 2V2

Prince Edward Island
Confederation Court
134 Kent Street, Suite 400
P.O. Box 1115
Charlottetown, P.E.I. C1A 7M8

Saskatchewan
Northern and Special Programs
Bessborough Tower, Suite 814
601 Spadina Crescent East
Saskatoon, Saskatchewan S7K 3G8

New Brunswick
Assumption Place
770 Main Street
P.O. Box 1210
Moncton, N.B. E1C 8P9

Alberta
The Cornerpoint Building
10179-105th Street
Edmonton, Alberta T5J 3S3

Québec
Immeuble de la Bourse
800, place Victoria
C.P. 247
Montréal, Québec H4Z 1E8

British Columbia
Bentall Centre, Tower IV
Suite 1101
1055 Dunsmuir Street
P.O. Box 49178
Vancouver, B.C. V7X 1K8

(G-10) Business Centre
Department of Regional Industrial Expansion
First Floor Centre, 235 Queen Street
Ottawa, Ontario K1A 0H5
Or call toll free. Ask operator for Zenith 03200
from 9:00 a.m. to 5:00 p.m.

(G-11) Tourism Canada
Department of Regional Industrial Expansion
Fourth Floor East, 235 Queen Street
Ottawa, Ontario K1A 0H6

Regional Offices: See Regional Office listing for Department of Regional Industrial Expansion (G-8)

Tourism Reference and Data Centre
Tourism Canada
Third Floor West, 235 Queen Street
Ottawa, Ontario K1A 0H6

(G-12) Design Canada
Department of Regional Industrial Expansion
235 Queen Street
Ottawa, Ontario K1A 0H5

(G-13) Small Business Loans
Department of Regional Industrial Expansion
Eighth Floor East, 235 Queen Street
Ottawa, Ontario K1A 0H5

(G-14) Department of Labour
Communications Services Directorate
Ottawa, Ontario K1A 0J2

(G-15) Metric Commission
P.O. Box 4000, Station E
Ottawa, Ontario K1S 5G8

(G-16) Public Works Canada
Public Relations and Information Services
Room C-212, Sir Charles Tupper Building
Ottawa, Ontario K1A 0M2

Department of Secretary of State
Education Support Branch
Tenth Floor, Room 10C-16
Les Terrasses de la Chaudière
15, rue Eddy
Hull, Québec

Mailing Address:
Ottawa, Ontario K1A 0H5

(G-18) Statistics Canada
Travel, Tourism and Recreation Section
Education, Science and Culture Division
16th Floor, R.H. Coats Building
Ottawa, Ontario K1A 0Z5

(G-19) Statistics Canada
Federal Statistical Activities Secretariat
Ottawa, Ontario K1A 0T6

(G-20) Statistics Canada
Central Inquiries, User Services Division
R.H. Coats Building
Ottawa, Ontario K1A 0T6

Statistics Canada Advisory Services Regional Reference Centres:

Newfoundland
Third Floor, Viking Building
Crosbie Road
St. John's, Newfoundland A1B 3P2

Nova Scotia
Third Floor, 1256 Barrington Street
Halifax, Nova Scotia B3J 1Y6

Québec
Seventh Floor, Alexis Nihon Plaza
1500, avenue Atwater
Montréal, Québec H3Z 1Y2

Ontario
Tenth Floor, 25 St. Clair Avenue East
Toronto, Ontario M4T 1M4

Manitoba
Room 602, General Post Office
266 Graham Avenue
Winnipeg, Manitoba R3C 0K4

Saskatchewan
530 Midtown Centre
Regina, Saskatchewan S4P 2B6

Alberta
Suite 215, 11010 - 101st Street
Edmonton, Alberta T5H 4C5

British Columbia
Main Floor, 1145 Robson Street
Vancouver, British Columbia V6E 3W8

NOTE: In the Atlantic Provinces, toll-free access to the Halifax office is available by calling 1-800-565-7192. For Saskatchewan, the Regina office can be reached by dialing 1(112) 800-667-3524; and in Alberta, the Edmonton office can be reached at 1-800-222-6400.

(G-21) Department of Supply and Services
Printing and Publishing
Ottawa, Ontario K1A 0S9

PROVINCIAL GOVERNMENT DEPARTMENTS AND AGENCIES (GP)

ALBERTA

Department of Advanced Education and Manpower
Career Resources Branch
Fifth Floor, Devonian Building, East Tower
11160 Jasper Avenue
Edmonton, Alberta T5K 0L1

Department of Education
Alberta Correspondence School
12116 - 104th Avenue
Edmonton, Alberta T5M 3M8

Alberta Career Centres:

Calgary
801 Sun Oil Building
500 - 4th Avenue S.W.
Calgary, Alberta T2P 2V6

Edmonton
Parkside Office Building
10924 - 119 Street
Edmonton, Alberta T5H 3P5

Fort McMurray
Upstairs, Offerein's Building
9912A Franklin Avenue
Fort McMurray, Alberta T9H 3G3

Lethbridge
400 Professional Building
740 - 4th Avenue S.
Lethbridge, Alberta T1J 0N9

Medicine Hat
Provincial Government Building
770 - 6th Street S.W.
Medicine Hat, Alberta T1A 4J6

Peace River
Grimble Building
P.O. Box 2280, 10032 - 99th Street
Peace River, Alberta T0H 2X0

Pincher Creek
c/o Mathew Halton
Community School
P.O. Box 1090
Pincher Creek, Alberta T0K 1W0

Red River
Provincial Government Building
P.O. Box 5002,
206, 4935 - 51st Street
Red River, Alberta T4N 5Y5

St. Paul
P.O. Box 1989, 405 Provincial Building
5025 - 49 Avenue
St. Paul, Alberta T0A 3A0

(GP-1) Alberta Opportunity Company
Department of Industry, Trade and Commerce
14th Floor, Capitol Square
10065 Jasper Avenue
Edmonton, Alberta T5J 3B1

Branch Offices:

Calgary
Suite 904, JJ Bowlen Building
Calgary, Alberta T2P 0Y8

Edmonton
14th Floor, Capitol Square
10065 Jasper Avenue
Edmonton, Alberta T5J 3B1

Grande Prairie
Provincial Building
9905 - 100 Street
Grande Prairie, Alberta T8V 2L8

Lethbridge
Provincial Building
200 - 5th Avenue South
Lethbridge, Alberta T1A 4J6

Medicine Hat
Provincial Building
770 - 6th Street S.W.
Medicine Hat, Alberta T1A 4J6

Edson
P.O. Box 2940
Edson, Alberta T0E 0P0

St. Paul
Provincial Building
St. Paul, Alberta T0A 3A0

Department of Recreation and Parks
Recreation Development Division
Programs Recreation Branch
10C15 - 103rd Avenue
Edmonton, Alberta T5J 0H1

(GP-2) Alberta Bureau of Statistics
Alberta Treasury
Information Services Section
Seventh Floor, Sir Frederick W. Haultain Building
9811 - 109th Street
Edmonton, Alberta T5K 0C6

Alberta Student Finance Board
1100 Park Square
10001 Bellamy Hill Road
Edmonton, Alberta T5J 3B6

Calgary
801 Sun Oil Building
500 - 4th Avenue S.W.
Calgary, Alberta T2P 2V6

(GP-3) Alberta Department of Tourism and Small Business
Head Office
Capitol Square, 10065 Jasper Avenue
Edmonton, Alberta T5J 0H4

Regional Offices:

Calgary
Room 906
620 - 7th Avenue S.W.
Calgary, Alberta T2P 0Y8

Camrose
Provincial Building
4807 - 50 Street
Camrose, Alberta T4V 1P6

Edson
Provincial Building
P.O. Box 2490
Edson, Alberta T0E 0P0

Grande Prairie
102 Provincial Building
9905 - 100 Street
Grande Prairie, Alberta T8V 2L8

Lacombe
Provincial Building
P.O. Box 99
Lacombe, Alberta T0C 1S0

Lethbridge
2nd Floor, Provincial Building
200 - 5th Avenue S.
Lethbridge, Alberta T1J 4C7

Medicine Hat
320 Provincial Building
770 - 6th Street S.W.
Medicine Hat, Alberta T1A 4J6

Peace River
101 Provincial Building
P.O. Box 641
Peace River, Alberta T0H 2X0

St. Paul
Provincial Building
P.O. Box 1688
St. Paul, Alberta T0A 3A0

Department of Tourism and Small Business
Travel Alberta
Facility Development Branch
10065 Jasper Avenue
Edmonton, Alberta T5J 0H5

Alberta Vocational Centres:

Alberta Vocational Centre
332 - 6th Avenue S.E.
Calgary, Alberta T2G 4S6

Alberta Vocational Centre
Grouard, Alberta T0G 1C0

Alberta Vocational Centre
10215 - 108 Street
Edmonton, Alberta T5T 1L6

Alberta Vocational Centre
P.O. Box 417
Lac La Biche, Alberta T0A 2C0

BRITISH COLUMBIA

British Columbia Agriculture
Farm Vacation Program
c/o Ministry of Agriculture
Youth Development Branch
Parliament Buildings
Victoria, British Columbia V8W 2Z7

British Columbia Development Corporation
272 Granville Square
200 Granville Street
Vancouver, British Columbia V6C 1S4

Ministry of Education
835 Humbolt Street
Victoria, British Columbia V8V 2M4

Ministry of Education
Post-Secondary Department, Program Services
7451 Elmbridge Way
Richmond, British Columbia V6X 1B8

Ministry of Health
Division of Aid to the Handicapped
Parliament Buildings
Victoria, British Columbia V8W 3L8

British Columbia Hospitality Industry
Education Advisory Committee
1259 Kingsway
Vancouver, British Columbia V5V 3E2

Ministry of Human Resources
Parliament Buildings
Victoria, British Columbia V8V 1X4

(GP-4) Ministry of Industry and Small Business Development
Small Business Services
Suite 315, Robson Square
800 Hornby Street
Vancouver, British Columbia V6Z 2C5

Ministry of Labour
Director of Apprentice Training
4211 Kingsway
Burnaby, British Columbia V5H 3Y6

Ministry of Labour
Manpower Training Division
Deer Lake Centre
4946 Canada Way
Burnaby, British Columbia V5G 4J6

(GP-5) Open Learning Institute
7671 Alderbridge Way
Richmond, British Columbia V6X 1Z9

(GP-6) Provincial Hospitality Industry Resource Centre
Vancouver Vocational Institute
250 West Pender Street
Vancouver, British Columbia V6B 1S9

Ministry of Recreation and Conservation
Department of Parks and Recreation
Parliament Buildings
Victoria, British Columbia V8V 1X4

(GP-7) Ministry of Tourism
Tourism British Columbia
1117 Wharf Street
Victoria, British Columbia V8W 2Z2

MANITOBA

Manitoba Communities Economic Development Fund
600 - 428 Portage Avenue
Winnipeg, Manitoba R3C 0E4

Department of Cultural Affairs and Historical Resources
Third Floor, 200 Vaughan Street
Winnipeg, Manitoba R3C 1T5

(GP-8) Department of Economic Development and Tourism
155 Carlton Street
Winnipeg, Manitoba R3C 3H8

Department of Economic Development and Tourism
Small Business Centre
155 Carlton Street
Winnipeg, Manitoba R3C 3H8

Department of Economic Development and Tourism
Travel Manitoba
155 Carlton Street, Seventh Floor
Winnipeg, Manitoba R3C 3H8

Department of Education
Student Aid Branch
P.O. Box 6, 693 Taylor Avenue
Winnipeg, Manitoba R3M 3T9

University Grants Commission
Department of Education
11 - 395 Berry Street
Winnipeg, Manitoba R3J 1N6

(GP-9) Department of Fitness, Recreation and Sport
Room 900, 405 Broadway Avenue
Winnipeg, Manitoba R3C 3L6

Department of Fitness, Recreation and Sport
Recreation and Fitness Resources Development
302/304 - 379 Broadway Avenue
Winnipeg, Manitoba R3C 3N4

(GP-10) Department of Health and Social Development
Resources Division
880 Portage Avenue
Winnipeg, Manitoba R3G 0P1

Department of Industry and Commerce
Small Business Centre
No. 1 Lakeview Square
155 Carleton Street
Winnipeg, Manitoba R3C 3H8

Department of Industry and Commerce
Trade and Industry Group
155 Carlton Street
Winnipeg, Manitoba R3C 4A8

Department of Labour and Manpower
Career Resource Centre
Norquay Building, 401 York Avenue
Winnipeg, Manitoba R3C 0P8

Department of Tourism and Cultural Affairs
Third Floor, 200 Vaughan Street
Winnipeg, Manitoba R3C 1T5

Manitoba Development Corporation
600 - 428 Portage Avenue
Winnipeg, Manitoba R3C 0E4

NEW BRUNSWICK

New Brunswick Community College
P.O. Box 6000
Fredericton, New Brunswick E3B 5H1

New Brunswick Development Corporation
Department of Commerce and Development
Fredericton, New Brunswick E3B 5H1

Department of Commerce and Development
Information Office
P.O. Box 6000
Fredericton, New Brunswick E3B 5H1

Department of Education
Educational Services Division
King's Place
Fredericton, New Brunswick E3B 5H1

Department of Tourism
Planning and Development
P.O. Box 12345
Fredericton, New Brunswick E3B 5C3

Department of Youth, Recreation and Cultural Resources
Centennial Building
P.O. Box 6000, Station A
Fredericton, New Brunswick E3B 5H1

NEWFOUNDLAND

Department of Development
Tourism Branch
Atlantic Place, 215 Water Street
P.O. Box 2016
St. John's, Newfoundland A1C 5R8

- Industry Development Section
- Visitors Service Division
- Provincial Advisory Council

Department of Education
Adult and Continuing Education Division
Confederation Building
P.O. Box 2017
St. John's, Newfoundland A1C 5R9

(GP-11)Newfoundland and Labrador Development
Corporation Ltd.
136 Crosbie Road
P.O. Box 8630
St. John's, Newfoundland A1B 3T1

Department of Labour and Manpower
Manpower Training Division
Confederation Building
St. John's, Newfoundland A1C 5T7

Department of Rural, Agricultural and
Northern Development
Business Development Division
Atlantic Place
St. John's, Newfoundland A1C 5T7

NORTHWEST TERRITORIES

Department of Economic Development and Tourism
Tourism Branch
Yellowknife, Northwest Territories X1A 2L9

Department of Education
Yellowknife, Northwest Territories X1A 2L9

Department of Natural Cultural Affairs
Yellowknife, Northwest Territories X1A 2L9

NOVA SCOTIA

Cape Breton Development Corporation
P.O. Box 1330
Sydney, Nova Scotia B1P 6K3

Department of Agriculture and Marketing
Extension Services
P.O. Box 550
Truro, Nova Scotia B2N 5E3

Department of Culture, Recreation and Fitness
5151 Terminal Road
P.O. Box 864
Halifax, Nova Scotia B3J 2V2

Department of Development
P.O. Box 519
Halifax, Nova Scotia B3J 2R7

Department of Education
Youth Education
P.O. Box 578, Station M
Halifax, Nova Scotia B3J 2S9

Department of Education
Education Media Services
5250 Spring Garden Road
Halifax, Nova Scotia B3J 1E8

Department of Education
Student Aid
5614 Fenwick Street
Halifax, Nova Scotia B3H 1P9

Department of Mines and Energy
P.O. Box 668
Halifax, Nova Scotia B3J 2T3

Department of Recreation
Sport and Community Services
P.O. Box 864
Halifax, Nova Scotia B3J 2V2

Sports Nova Scotia
P.O. Box 3010 South
Halifax, Nova Scotia B3J 3G6

(GP-14)Department of Tourism
5151 Terminal Road
P.O. Box 456
Halifax, Nova Scotia B3J 2R5

Nova Scotia Government
Bookstore
P.O. Box 637
Halifax, Nova Scotia B3J 2T3

ONTARIO

Ministry of Colleges and Universities
Student Awards Branch
Mowat Block
Toronto, Ontario M7A 2B4

Ministry of Consumer and Commercial Relations
Consumer Information Centre
555 Yonge Street
Toronto, Ontario M7A 2H6

Ministry of Consumer and Commercial Relations
Communications Services
555 Yonge Street, 9th Floor
Toronto, Ontario M7A 2H6

(GP-15)Ministry of Culture and Recreation
77 Bloor Street West
Toronto, Ontario M7A 2R9

(GP-17)Ontario Development Corporations
Head Office
1200 Bay Street
Toronto, Ontario M7A 2E7

Ontario Development Corporation Branch Offices:

Mississauga/Peel Area
201 City Centre Drive
Suite 608
Mississauga, Ontario L5B 2T4

Kitchener
305 King Street West
Suite 507
Kitchener, Ontario N2G 1B9

London
195 Dufferin Avenue
Suite 606
London, Ontario N6A 1K7

Orillia
73 Mississaga Street East
P.O. Box 746
Orillia, Ontario L3V 6K7

Willowdale
5 Fairview Mall Drive
Suite 480
Willowdale, Ontario M2J 2Z1

Hamilton
119 King Street
P.O. Box 2112
Hamilton, Ontario L8N 3Z9

Eastern Ontario Development Corporation Branch Offices:

Kingston
1055 Princess Street
Suite 308
Kingston, Ontario K7L 1G1

Ottawa
56 Sparks Street
Suite 404
Ottawa, Ontario K1P 5A9

Northern Ontario Development Corporation Branch Offices:

Sudbury
Ontario Government Building
199 Larch Street
Sudbury, Ontario P3E 5P9

Thunder Bay
435 James Street South
Thunder Bay, Ontario P7C 5G6

Timmins
273 Third Avenue
Timmins, Ontario P4N 1E2

Ministry of Education
Senior and Continuing Education Branch
Student Guidance Information
Eighth Floor, Mowat Block
Queen's Park
Toronto, Ontario M7A 2B4

Ministry of Government Services
Publications Centre
880 Bay Street, 5th Floor
Toronto, Ontario M7A 1N8

(GP-18)Ministry of Industry and Trade
900 Bay Street
Hearst Block, Queens Park
Toronto, Ontario M7A 2E5

- Energy Projects Group

(GP-19)Ministry of Labour
400 University Avenue
Toronto, Ontario M7A 1T7

(CP-20)Ministry of Municipal Affairs and Housing
Ontario Youth Employment Program
Subsidies Branch
Fifth Floor, 56 Wellesley Street West
Toronto, Ontario M7A 2E8

Ministry of Tourism and Recreation
900 Bay Street
Hearst Block, Queens Park
Toronto, Ontario M7A 2E5

- Tourism Development Branch
- Tourism Ontario, Accommodation Grading Systems
- Tourism Operations Branch

Ontario Labour Relations Branch
Fourth Floor, 400 University Avenue
Toronto, Ontario M7A 1T7

(CP-21)Workmen's Compensation Board
Head Office
Vocational Rehabilitation Centre
2 Bloor Street East
Toronto, Ontario M4W 3C3

PRINCE EDWARD ISLAND

Department of Education
Education Programs and Services
Provincial Administration Buildings
P.O. Box 2000
Charlottetown, Prince Edward Island C1A 7N8

Prince Edward Island Department of Education
Student Aid Division
P.O. Box 2000
Charlottetown, Prince Edward Island C1A 7N8

Department of Labour
Manpower Resources Division
141 Kent Street
P.O. Box 2000
Charlottetown, Prince Edward Island C1A 7N8

Department of Finance and Tourism
Provincial Administrative Buildings
P.O. Box 2000
Charlottetown, Prince Edward Island C1A 7N8

(CP-22)Prince Edward Island Lending Authority
Confederation Court Building
134 Kent Street
P.O. Box 1420
Charlottetown, Prince Edward Island C1A 7N1

Québec

Bureau de la Statistique du Québec
Suite 1004-1014
355, rue McGill
Montréal, Québec H2Y 2K8

Direction des Communications
Commission du Salaire Minimum
C.P. 18500 Terminus
Québec, Québec G1K 7Z5

Ministère de l'Éducation
Service des prêts et bourses aux étudiants
1035, rue de la Chevrotière
Québec, Québec G1R 5A5

Ministère de l'Éducation
Direction Générale de l'Éducation des Adultes
1035 de la Chaudière
Québec, Québec G1R 5A5

(GP-23)Ministère de l'Industrie, du Commerce et du Tourisme
710, place d'Youville
Québec, Québec G1R 4Y4

Institut de Tourisme et
d'Hôtellerie du Québec
401, rue de Rigaud
Montréal, Québec H2L 4P3

Ministère du Loisir, de la Chasse et de la Pêche
Direction du Développement touristique
150, boulevard St-Cyrille est
Québec, Québec G1R 4Y3

Ministère du Travail et de la Main-d'Oeuvre
Direction Générale de la Main-d'Oeuvre
425, rue Saint-Amable
Québec, Québec G1R 4Z1

Saskatchewan

Department of Continuing Education
Student Services Branch
1855 Victoria Avenue
Regina, Saskatchewan S4P 3V5

Department of Co-operation and Co-operation and
Co-operative Development
Communications and Development Branch
Information and Education Division
2055 Albert Street
Regina, Saskatchewan S4P 2T8

(GP-24)Department of Culture and Youth
Regional Services
11th Floor, Avord Tower
2002 Victoria Avenue
Regina, Saskatchewan S4P 3V7

(GP-25)Department of Industry and Commerce
Business Assistance Branch
Seventh Floor, Saskatchewan Power Building
Regina, Saskatchewan S4P 3V7

Regional Representatives:

South-East Region
Room 202, 1214 - 6th Street
Estevan, Saskatchewan S4A 1B1

North-West Region
Room 326, Provincial Office Building
1146 - 102nd Street
North Battleford, Saskatchewan
S9A 1E7

South-Central Region
Provincial Office Building
217 - 110 Ominica Street West
Moose Jaw, Saskatchewan S6H 6V2

North-Central Region
1100 - 1st Avenue East
Prince Albert, Saskatchewan S6V 2A7

West-Central Region
701, 230 - 22nd Street East
Saskatoon, Saskatchewan S7K 0E9

North-East Region
Box 879
Tisdale, Saskatchewan S3N 0L6

South-West Region
350 Cheadle Street West
Swift Current, Saskatchewan
S9G 4G3

East Central Region
41 Broadway West
Yorkton, Saskatchewan S3N 0L6

Urban Regions:

Regina

Seventh Floor, Power Building
Regina, Saskatchewan S4P 3V7

Saskatoon

701, 230 - 22nd Street East
Saskatoon, Saskatchewan S7K 0E9

Department of Labour
Development Branch
1150 Rose Street
Regina, Saskatchewan S4R 1Z6

(GP-26)Department of Tourism and Renewable Resources
3211 Albert Street
Regina, Saskatchewan S4S 5W6

Economic Development Corporation
1106 Winnipeg Street
Regina, Saskatchewan S4R 6N9

(GP-27)Saskmedia
1112 Winnipeg Street
P.O. Box 7120
Regina, Saskatchewan S4P 3B7

(GP-28)Saskatchewan Research Council
30 Campus Drive
Saskatoon, Saskatchewan S7N 0K1

YUKON

Department of Education and Vocational Training
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

Recreation Advisory Committee

Students Financial Assistance Committee

Tourism Advisory Council

Department of Information Resources
Information Services
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

Yukon Recreation Advisory Committee
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

(GP-29) Yukon Small Business Loans Board
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

(GP-30) Department of Tourism and Economic Development
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

Department of Tourism, Heritage and
Cultural Resources
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

Yukon Students Financial Assistance Committee
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

In-Industry

(I-1) Advanced Management Centre
Institute of Public Affairs
Dalhousie University
Halifax, Nova Scotia B3H 3J5

Air Canada
Head Office
1 Place Ville Marie
Montréal, Québec H3Z 1X6

Air Canada
Training and Quality
Fourth Floor, Computer Building
Air Canada Base
C.P. 9000
Montréal, Québec H4Y 1C2

Regional Training and Development Offices:

Manager, Western Region
Air Canada
P.O. Box 23000, Vancouver, AMF
Vancouver International Airport
Richmond, B.C. V7B 1W4

Manager, Eastern Region
Air Canada
1 Alexis Nihon Plaza, Sixth Floor
Montréal, Québec H3Z 1Z6

Manager, Central Region
Air Canada
Fifth Floor, 130 Bloor Street
Toronto, Ontario M5S 1P5

Canadian Hotel and Restaurant Magazine
Book Service
481 University Avenue
Toronto, Ontario M5W 1Z6

(I-2) Canadian Pacific Airlines
Head Office
Operation Centre
Joe Grant McConachie Way
Vancouver International Airport
Richmond, British Columbia V7B 1V1

(I-3) CBI Publishing Co.
51 Sleeper Street
Boston, Massachussets, U.S.A. 02210

(I-4) Centre d'Étude du Tourisme
C.P. 8000, Succursale A
Montréal, Québec H3C 3L4

(I-5) Centre for Leisure Studies
Acadia University
Wolfville, Nova Scotia B0P 1X0

Conference Board of Canada
Suite 100, 25 McArthur Road
Ottawa, Ontario K1L 6R3

(I-6) Copp Clark Pitman
517 Wellington Street West
Toronto, Ontario M5V 1G1

(I-7) Foodex Inc.
Director of Training
1417 Kennedy Road
Scarborough, Ontario M1P 9Z9

Holiday Inn University
Education Research Department
11200 East Goodman Road
Olive Branch, Mississippi, U.S.A. 38654

Hotel and Restaurant Employees and Bartenders
Union Training Centre
1945 East Hastings Street
Vancouver, British Columbia V5L 1T5

(I-8) Learning Package Centre
Warden Campus
Centennial College of Applied Arts and Technology
651 Warden Avenue
Scarborough, Ontario M1L 3Z6

(I-9) Leisure Studies Data Bank
Department of Recreation
University of Waterloo
Waterloo, Ontario N2L 3G1

(I-10) Omega Films Ltd.
133 Manville Road
Scarborough, Ontario M1L 4J7

(I-11) Pacific Western Airlines
Ninth Floor
Edmonton Inn Tower
119th Street and Kingsway Avenue
Edmonton, Alberta T5G 0X5

Toronto International Boat Show
Suite 2604, P.O. Box 168
Toronto-Dominion Centre
Toronto, Ontario M5K 1H8

Professional Consultants

(CS-1) Acres Consulting Services Ltd.
Scotia Square - Suite 625
5251 Duke Street
Halifax, Nova Scotia B3J 1P3

(CS-2) Atlantic Provinces Economic Council
One Sackville Place
Halifax, Nova Scotia B3J 1K1

(CS-3) B.A.C. Amy and Sons Ltd.
P.O. Box 3668 Dresden Row
Halifax, Nova Scotia B3J 3K6

(CS-4) Consolidated Hotel Management
Suite 203, 121 Richmond Street West
Toronto, Ontario M5H 2K1

(CS-5) Beasy Nicoll Engineering Ltd.
Suite 512, 6080 Young Street
Halifax, Nova Scotia B3K 5L2

(CS-6) Consumer Consulting Ltd.
2514 Brunswick Street
Halifax, Nova Scotia B3K 2Z5

(CS-7) Currie, Coopers and Lybrand Ltd.
5151 George Street
Halifax, Nova Scotia B3J 1M5

(CS-8) Currie, Coopers and Lybrand Ltd.
145 King Street West
Toronto, Ontario M5H 1J8

(CS-9) Dail and Gunter Ltd.
173 Taccina Drive
Dartmouth, Nova Scotia B2W 3G1

(CS-10)Del McMillan Associates Ltd.
P.O. Box 566, 30 Picton Street
Niagara-on-the-Lake, Ontario L0S 1J0

(CS-11)Deloitte, Haskins and Sells Associates
1809 Barrington Street
P.O. Box 255
Halifax, Nova Scotia B3J 3N7

(CS-12)DPA Consulting Ltd.
Suite 400, 220 Laurier Avenue West
Ottawa, Ontario K1P 5Z9

(CS-13)DPA Consulting Ltd.
1355 Barrington Street
Halifax, Nova Scotia B3J 1Y9

(CS-14)EDA Collaborative Inc.
356 Queen Street East
Toronto, Ontario M5V 2A2

(CS-15)Ernest and Whinney
1809 Barrington Street
Halifax, Nova Scotia B3J 3K1

(CS-16)Fenco Consultants Ltd.
Suite 1020, Cogswell Tower
2000 Barrington Street
Halifax, Nova Scotia B3J 3K1

(CS-17)Gardiner, Pinhold and Associates Ltd.
P.O. Box 3120
Halifax South Postal Station
Halifax, Nova Scotia B3J 3G6

(CS-18)Hall Mills
Marine Policy Consultants
1691 Edward Street
Halifax, Nova Scotia B3H 3J2

(CS-19)R.J. Hansen Associates
Suite 812, Cogswell Tower
Scotia Square
Halifax, Nova Scotia B3J 1R3

(CS-20)Harley, Little Associates
Suite 200, 593 Yonge Street
Toronto, Ontario M4R 2B7

(CS-21)H.B. Chase Professional Consultants Ltd.
1840 Sun Life Place
10123 - 99 Street
Edmonton, Alberta T5J 3H1

(CS-22)Hickling Partners Inc.
Suite 605, 350 Sparks Street
Ottawa, Ontario K1R 7S8

(CS-23)Hope-Johnstone and Associates
Suite 102, Building A
6205 Airport Road
Mississauga, Ontario L4V 1E3

(CS-24)Hospitality Registry Inc.
Suite 510, 1260 Bay Street
Toronto, Ontario M5R 2B1

(CS-25)Interprovincial Engineering Ltd.
1046 Barrington Street
P.O. Box 715
Halifax, Nova Scotia B3J 2T3

(CS-26)Inntrec Group Ltd.
007 - 429, 14 Street Northwest
Calgary, Alberta T2N 2A3

(CS-27)J. Beauchemin et Associés Inc.
1420, rue Sherbrooke ouest
Montréal, Québec H3G 1K5

(CS-28)Klein and Sears
Research/Planning/Architecture
147 Davenport Road
Toronto, Ontario M5R 1J1

(CS-29)Larry Smith and Associates Ltd.
Suite 2400, 145 King Street West
Toronto, Ontario M5H 1V8

(CS-30)Lydon Lynch Associates
1741 Grafton Street
Halifax, Nova Scotia B3J 2C6

(CS-31)MacLaren Plansearch
500 Beaverbrook Court
Fredericton, New Brunswick E3B 5X4

(CS-32)Management Personnal Associates
2135 Brunswick Street
Halifax, Nova Scotia B3K 2Y9

(CS-33)Marshall Macklin Monaghan Ltd.
275 Duncan Mill Road
Don Mills, Ontario M3B 2Y1

(CS-34)J.B. McGuire Marine Assoc. Ltd. Services
11 Morris Street
Halifax, Nova Scotia B3P 1N3

(CS-35)Montreal Engineering Company
Bayview Development Ltd.
1506 Dresden Row
P.O. Box 3478
Halifax, Nova Scotia B3J 3J1

(CS-36)Northex Research and Development Ltd.
1546 Barrington Street
Halifax, Nova Scotia B3K 5M5

(CS-37)Pannell Kerr Forster Campbell Sharp
Management Consultants
Suite 800, 55 University Avenue
Toronto, Ontario M5J 2K4

(CS-38)Peat, Marwick and Partners
1660 Hollis Street
P.O. Box 482
Halifax, Nova Scotia B3J 2R7

(CS-39)Peter Zandron and Associates Ltd.
515 West Pender Street
Vancouver, British Columbia V6B 1V5

(CS-40)Plan Search Inc.
1000 Windmill Road
Dartmouth, Nova Scotia B3B 1L7

(CS-41)H.J. Porter and Associates
Suite 100, 5212 Sackville Street
Halifax, Nova Scotia B3J 1K6

(CS-42)Price Waterhouse Associates
1791 Barrington Street
Halifax, Nova Scotia B3J 3K9

(CS-43)Project Planning Consultants
3845 Dutch Village Road
Halifax, Nova Scotia B3L 4H9

(CS-44)Quasar Systems Ltd.
10th Floor, 275 Slater Street
Ottawa, Ontario K1P 5H9

(CS-45)Quasar Systems Ltd.
1791 Barrington Street
Halifax, Nova Scotia B3J 3L1

(CS-46)Redma Consultants Ltd.
Suite 604, 701 Evans Avenue
Etobicoke, Ontario M9C 1A3

(CS-47)Regional and Urban Studies
Centre for Institute of Public Affairs
Dalhousie University
Halifax, Nova Scotia B3H 3H3

(CS-48)The Robert Simpson Company Ltd.
c/o Simpsons Contract Division
49 Gervais Drive
Don Mills, Ontario M3C 1Y9

(CS-49)P.S. Ross and Partners
804 Royal Bank Building
Halifax, Nova Scotia B3J 1M7

(CS-50)Showcraft Canada Exhibition Consultancy
and Management Ltd.
Suite 77, 1262 Don Mills Road
Don Mills, Ontario M3B 2W7

(CS-51)Sibald International
P.O. Box 3443
Halifax, Nova Scotia B3J 3J1

(CS-52)S.L. Bellingham and Associates Ltd.
914 - 19th Avenue S.E.
Calgary, Alberta T2G 1L8

(CS-53)Systems Factor Inc. (Sysfac)
1828 Mallwood Court
Mississauga, Ontario L5J 4A9

(CS-54)System House Ltd.
1660 Hollis Street
Halifax, Nova Scotia B3J 1V7

(CS-55)The Taste Guild Inc.
660 Euclid Avenue
Toronto, Ontario M6G 2T7

(CS-56)Taunton Consultants Ltd.
Suite 801, 1550, boulevard de Maisonneuve ouest
Montréal, Québec H3G 1N2

(CS-57)Thorne-Riddell Associates
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(CS-58)TWB (Holdings) Inc.
Suite 907, 350 Sparks Street
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(CS-59)Urbanex Inc.
2535, boulevard Laurier
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(CS-60)H.B. Vincent and Associates Ltd.
1535 Dresden Row
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(CS-61)W. Goodbrand and Associates Ltd.
606 Westview Shopping Centre
North Vancouver, British Columbia V7N 3X3

(CS-62)Gordon Woods
12th Floor, Maritime Centre
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Halifax, Nova Scotia B3J 3K5

(CS-63)T.H.R. Tourism and Lodging Research Co. Ltd.
687, rue de Gaspé
Ile des Soeurs
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